**Northumberland County Council**

**JOB DESCRIPTION**

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| **Post Title:** Work Programme Customer  Service Assistant | **Director/Service/Sector** Regeneration - Economic Development | | | | **Office Use** |
| **Band:** 3 | **Workplace :**  Northumberland | | | | **JE ref: 2253**  **HRMS ref:** |
| **Responsible to**: Work Programme & Employability  Office Manager | **Date:** 14.11.11 S Revell | | | **Manager Level:** |
| Job Purpose:To support the delivery of the Work Programme and other employability activities by providing a frontline service to clients. | | | | | |
| **Resources** | Staff | None | | | |
| Finance | | No budget responsibility but may operate cash and voucher systems to allow small payments to clients | | | |
| Physical | | Recording and retrieving client data from JMS IT system. Some use of corporate finance systems | | | |
| Clients | | Provides a first point of contact for clients ensuring data capture, booking appointments and follow up enquiries to obtain job output evidence | | | |
| **Main duties:**   1. Assist with the delivery of administrative/financial functions to ensure the effective running of the Work Programme and Employability Team,including support for clients including the preparation of letters, appointment bookings, preparing clients and staff for group sessions. 2. Use both paper based and electronic data storage and retrieval systems to support the contract management, client management, information sharing, and use of the case management tracking systems. 3. Assists members of the team to collect and collate information and intelligence, to ensure robust communications, and update and share best practice across the client base via e-mailshots. 4. Capture, record and manipulate service and client data, using ITC systems, in accordance with service procedures, to assist in the production of timely and accurate management information. 5. In conjunction with senior colleagues, contribute to the maintenance of effective communication systems, within the service. 6. Maintain appropriate client and third part employer records, to the required service standards, observing data protection, privacy and confidentiality rules and procedures. 7. Monitor relevant budget headings, under the direction of the Office Manager and the Work Programme Manager against established targets and observe compliance with financial regulations. 8. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote effective partnership arrangements, for the delivery of high quality services. 9. Other duties appropriate to the nature, level and grade of the post. | | | | | |
| **Work Arrangements** | | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | | Will attend sites away from office base on a regular basis  37 hrs per week, flexible.  Will have direct face to face contact with clients who may present with high levels of emotional stress and demands | | |

Northumberland County Council

**PERSON SPECIFICATION**

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| **Post Title:** Work Programme Customer Service Assistant | **Director/Service/Sector**: Regeneration – Economic Development | Ref: 2253 | |
| **Essential** | **Desirable** | | **Assess**  **by** |
| **Knowledge & Qualifications** |  | |  |
| Administration or Finance qualification to NVQ level 3, or experience in a similar role.  Good knowledge of Admin systems and claims procedures.  Knowledge of database and data management systems.  Knowledge of client tracking software | Understanding of issues facing unemployed and those out of work.  Understand the key role played by employability services across the county.  Understand the principles of continuous improvement to enable the service to maintain national quality standards. | |  |
| **Experience** | | | |
| Experience of supporting other staff in delivering welfare services to clients.  Ability to develop systems and suggest improvements to administrative procedures and implement changes.  Experience of handling telephone enquiries and delivering support to clients both face to face.  Experience of supporting a multi disciplined team.  Experience of using a financial system in a large organisation.  Experience of using client tracking systems and recording client journey. | Experience of providing financial and Administrative support to other internal staff.  Experience of working with internal & external partner enquiries.  Experience of providing receptionist services and secretarial support. | |  |
| **Skills and competencies** | | | |
| IT skills (word processing, spreadsheets, data entry, use of e-mail and internet for research).  Ability to organise work and identify priorities to meet tight deadlines.  Good communication skills, verbally, in writing and through IT.  Ability to use Microsoft Office and financial monitoring packages. | Ability to type/word process correspondence and reports. | |  |
| **Physical, mental and emotional demands** | | | |
| Attention to detail and an ability to concentrate for long time periods  Able to work with clients who have high levels of emotional stress and demands  Able to cope with a target driven environment where results are monitored closely |  | |  |
| **Motivation** | | | |
| Dependable, reliable and a good timekeeper.  Displays and encourages high standards of honesty, integrity, openness and respect for others.  Helps managers to create a positive work culture, in which diverse, individual contributions and perspectives are valued.  Proactive and achievement orientated.  Able to work with a mentor but with only general direct supervision. | An appreciation of a corporate orientation and what is involved in tackling issues from a corporate perspective. | |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits