

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Receptionist / Administrator

Vacancy ID: 008472

Salary: £12,816.49 - £13,371.08 Annually

Closing Date: 18/02/2018

Benefits & Grade

Grade D

Contract Details

Permanent

Contract Hours

30 hours per week

Disclosure

The successful applicant will be subject to an enhanced DBS check

Job Description

We are looking to appoint an organised and reliable individual who can provide administrative and reception support for the LiveWell Dementia Hub. The successful candidate will be committed to delivering the highest standards of customer service and will have excellent interpersonal and communication skills.

We are looking for someone with experience of responding to enquires from members of the public and demonstrable experience of completing standard clerical duties. An ability to apply appropriate health and safety procedures in the workplace and an understanding of data protection and confidentiality are a requisite for the post.


For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Peter Otter, Hub Coordinator on 01642 527363

An online application form and further information is available from www.stockton.gov.uk/job-vacancies/. Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Adults and Health		Service Area: Adult Services
JOB TITLE: Receptionist/Administrator		
GRADE: D		
REPORTING TO: Livewell Dementia Hub Co-ordinator		
1.	JOB SUMMARY: To provide administrative and reception support to the LiveWell Dementia Hub, to support the day to day running of the Hub and to provide a professional and welcoming first point of contact for anyone accessing the Hub. Roles include responding to queries from members of the public, maintaining filing systems and records, ordering and purchasing relevant resources, maintaining a diary and setting up rooms.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	To provide information to individuals making enquiries at the Hub, referring queries to the Hub Coordinator and others where appropriate.
	2	To maintain and issue printed material and leaflets.
	3	To maintain records of contacts, enquiries and associated information as specified and in-line with relevant guidelines relating to confidentiality and data protection.
	4	To maintain stocks of stationery and office equipment, re-ordering and raising purchase orders via the Agresso System as necessary.
	5	Maintaining and updating display boards etc.
	6	Handling postal deliveries and dispatches for the Hub.
	7	To maintain all filing systems and records required by the Hub including maintaining a diary for the rooms, maintaining supplies of refreshments for users and recording room usage as necessary.
	8	To support people to use the Hub in a manner that promotes their health and safety and ensure appropriate procedures are followed in the event of any incidents.

	9	To operate the Hub telephone system in a courteous and efficient manner including recording details of calls as required, taking messages and following them up.
	10	To maintain a petty cash 'float' for the Hub, being responsible for its security and maintaining appropriate financial records of transactions.
	11	To operate the Hub computer systems and use the software systems available to input, store, calculate and retrieve information and make referrals using Care Director.
	12	To provide administrative support or the Hub's steering group including taking minutes and circulating agendas.
	13	To at all times carry out responsibilities / duties within the framework of the Council's Dignity for all Policy (Equal Opportunities Policy).
	14	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	15	To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.
	16	To adhere to all the Council's service standards, policies and procedures. To comply with the data protection regulations, ensuring that information on clients remains confidential.
	17	To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
	18	To undertake any other duties or projects commensurate with the nature and grade of this post as required. This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements.
	19	To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Receptionist/Administrator	D
Directorate / Service Area	Adults and Health	Adult Services
Post Ref:	32854	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> GCSEs (A*-C) in English and Maths or equivalent 	<ul style="list-style-type: none"> NVQ Level 2 in Administration or equivalent qualification 	Application form
Experience	<ul style="list-style-type: none"> Experience of working in a customer facing role and of responding to enquiries Experience of completing basic clerical duties and knowledge of office procedures Understanding of data protection and confidentiality Experience of applying appropriate health and safety procedure in the workplace 	<ul style="list-style-type: none"> Experience of working in a Social Care/Health Care setting An understanding of dementia Experience of taking and preparing meeting minutes Experience of maintaining a petty cash float and records 	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> Excellent communication skills Good working knowledge of using MS Office to a competent level within an office environment, especially MS Word, Excel and Outlook Proactive and able to work with minimal supervision Able to respond appropriately to enquiries, incidents or challenging situation 	<ul style="list-style-type: none"> First aid trained 	Application/Interview

Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Empathy and an ability to support people who may be upset or distressed • Non-judgemental communication • Commitment to and understanding of equal opportunities 		Application / Interview
Other requirements			

Person Specification dated 11th December 2017

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.