**JOB DESCRIPTION**

**CHILDREN’S & JOINT COMMISSIONING SERVICES**

**JOB TITLE:** SENIOR SUPPORT OFFICER

**DIVISION:** EDUCATION DIVISION

**GRADE:** BAND 7

**RESPONSIBLE TO:** DEVELOPMENT MANAGER (CECA)

**POST REFERENCE:**  107300

**Purpose of Post**

To support the development and delivery of the Centre for Excellence in Creative Arts (CECA) ensuring all administrative functions are carried out effectively and efficiently. This is a front of house role, the post holder will be expected to carry out reception duties.

The post holder will also be responsible for supporting the Development Manager with operational delivery of CECA’s marketing plan.

**Key Relationships**

Work closely with all members of the Education Division and all hirers, customers and service users.

**Main Duties and Responsibilities**

* To take responsibility for specific administrative functions at a level commensurate with the grading of the post.
* To provide a full secretarial admin service, bring first point of contact for visitors either face-to-face or over the telephone including providing a reception service
* Development and maintenance of administrative support systems
* Development and maintenance of booking systems, including management of the Centre’s diaries
* Use of all Microsoft Office packages for the production of documents, reports and presentations, including to provide statistical information on the Centre’s performance
* Undertaking financial processes in accordance with the Council’s financial regulations, including raising purchase orders and invoices using Integra
* To communicate electronically, via face to face meetings and/or telephone contact with the wider community and with a range of organisations on behalf of the Centre
* Ability to operate flexibly depending on workload with an emphasis on work prioritisation and time management skills;
* To support the Development Manager in the preparation of all publicity and marketing materials, including updating the centre’s website and social media presence
* Develop and appropriately maintain contacts and mailing lists, in line with the General Data Protection Regulations, to support the distribution of marketing material
* To prepare reports, spreadsheets and databases in order to support the administrative requirements of the centre
* To arrange meetings/ events and to prepare supporting information including agendas and minutes
* To maintain an accurate database of information that supports the monitoring and evaluation of CECA’s services and activities
* To assist in the preparation of rooms for meetings and events
* To assist the Development Manager with the delivery of front of house activities
* To work unsupervised and able to use own initiative in the absence of a manager
* To carry out such other duties as may be commensurate with the grade and nature of the post

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 02/02/2017

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**