

## **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](mailto: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.

## **Administration Assistant**

**Vacancy ID: 009664**

Salary: £16,863 – £17,391 Annually

Closing Date: 13/01/2019

### **Benefits & Grade**

Grade C-D

### **Contract Details**

Temporary for 6 months initially

### **Contract Hours**

37 hours per week

### **Job Description**

The Corporate Administration Service undertakes a wide range of service delivery within the organisation and works from several locations across the Authority. We ensure our services remain focussed and effective so our customers feel assured of the support and resilience a Corporate Administration Service provides, which in turn allows them to focus on their core service.

We currently have a temporary vacancy within our reception services located in Stirling House, Thornaby and Tithebarn House, Hardwick, Stockton. Your duties will include providing a front reception service, telephone answering service, mail delivery to various teams within the location, digitalising hard copy mail and typing.


The successful applicant will be a good communicator, possess excellent organisational skills and have the ability to multi-task. You will ideally have experience of working in a team and the use of various ICT packages including Microsoft Office. A willingness to learn new skills and a positive approach to an evolving working environment is essential.

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

For a further informal discussion, please contact Jill Young, Administration Manager on 01642 526516

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

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  <b>Administration, Democratic and Electoral Service</b>		<b>Service Area:</b>  <b>Administration Service</b>	
<b>JOB TITLE: Administration Assistant</b>			
<b>GRADE: C-D</b> (Career grade –progression to Grade D is dependent on meeting career grade criteria and availability of work).			
<b>REPORTING TO: Administration Team Leader</b>			
<b>1</b>	<b>JOB SUMMARY:</b> To assist in the provision of effective, efficient and customer-focused administration and office services for all Council service groupings, at a range of Council buildings, as directed.		
<b>2</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
1	To work as part of a team of staff delivering administration services across a range of Council buildings. Duties may include some or all of the following tasks: <ul style="list-style-type: none"><li>• Printing documents &amp; publications</li><li>• Photocopying &amp; faxing</li><li>• Receipt, distribution, collection and dispatch of mail</li><li>• Maintaining internal libraries</li><li>• Petty cash handling and paperwork</li><li>• Raising invoice requisitions</li><li>• Meeting &amp; conference room admin</li><li>• Maintaining inventory</li><li>• Basic premises admin</li><li>• First line response to queries</li><li>• Taking minutes of meetings</li><li>• Scanning and indexing</li><li>• Filing &amp; information management</li><li>• Ensuring photocopiers are stocked with paper/supplies and reporting faults</li><li>• Organising events and meetings</li><li>• Ordering supplies, services and works</li><li>• Collecting and banking cash /cheques</li><li>• Pool car scheme administration</li><li>• Basic health &amp; safety admin</li><li>• Production and admin of identity cards</li><li>• On-site customer/visitor care</li><li>• Typing</li></ul>		

		<ul style="list-style-type: none"> <li>• Diary management</li> <li>• Arranging travel &amp; accommodation</li> </ul>
2		To make a positive contribution to the design, implementation and maintenance of office systems and procedures.
3		To assist in gathering statistics relating to activity levels, service usage and customer satisfaction.
4		To ensure that current legislation and Council policies and procedures are adhered to in the provision of services.
5		To support and promote the Council's Statement of Purpose.
6		To enhance the Division's image within the Authority by promoting awareness of services and achievements and to establish effective working relationships with other departments and external agencies as appropriate.
7		To assist in supervision and the training and development of staff and to undertake such personal training as may be deemed necessary to undertake the duties and responsibilities of the post.
8		To provide assistance to other administration teams (or assisting PA's in Typing) as required to cover staff absences and assist at times of heavy workload.
9		Occasionally, those members of the team that hold full driving licenses may be required to undertake courier duties in the absence of permanent and relief couriers.
10		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.
11		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.
12		To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

### 3 GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of C-D 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.

**Job Description dated        2016**

## PERSON SPECIFICATION

Job Title/Grade	Administration Assistant	C-D
Directorate / Service Area	Administration, Democratic and Electoral Service	Corporate Administration Service
Post Ref:	13793	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications		<ul style="list-style-type: none"> <li>Maths and English at GCSE Grade C (or equivalent).</li> </ul>	Application form
Experience		<ul style="list-style-type: none"> <li>Experience in working in an administration environment</li> <li>Experience of working within a team to provide a high standard of customer service.</li> </ul>	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> <li>Ability to communicate clearly.</li> <li>Ability to deal politely and courteously with a wide range of individuals.</li> <li>Ability to work as part of a team and to work independently.</li> <li>Ability to record and process data accurately.</li> <li>General IT/keyboard skills</li> </ul>	<ul style="list-style-type: none"> <li>Ability to work under pressure and to tight deadlines</li> </ul>	Application / Interview

Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>• Reliable.</li> <li>• Demonstrable commitment to providing a high quality service.</li> <li>• Well organised.</li> <li>• Self-motivated and willing to commit to ongoing personal and professional development.</li> <li>• Ability to adapt and cope with an evolving working environment</li> </ul>		Application / Interview
Other requirements			

**Person Specification dated 2016**

## **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.