

DARLINGTON BOROUGH COUNCIL

RESOURCES GROUP

JOB DESCRIPTION

<u>POST TITLE :</u>	Service Support Assistant
<u>GRADE :</u>	Grade I
<u>JOB EVALUATION NO.</u>	B1332
<u>REPORTING RELATIONSHIP</u>	Reports to Team Leader HR Support
<u>JOB PURPOSE :</u>	To provide technical and administrative support to the HR and Health and Safety functions
<u>POST NO.</u>	D12855
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. Help to develop and maintain efficient administrative systems and processes which support the delivery of HR and Health, Safety and Wellbeing services to managers and employees (liaising appropriately with colleagues in Xentrall Shared Services).
2. Collect, collate and analyse data using a variety of manual and electronic systems and produce regular reports as required (e.g. management information, absence reports, surveys, returns, performance information, audits & checks, accident information, training, etc.)
3. Respond to routine enquiries from HR colleagues, other Council employees, trade union representatives, members of the public, etc. in liaison with members of the wider HR function (e.g. Freedom of Information requests, returns, etc.) and request health & safety information from contractors and designers as required.
4. Financial processing (requisition requests and invoices) on behalf of the HR and H&S functions.
5. Set up, administer and support events and activities organised and facilitated by the HR and H&S functions.
6. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
7. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.

8. Carry out your role in line with the Council's Equality agenda.
9. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
10. Any other duties of a similar nature related to this post that may be required from time-to-time.
11. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expect all staff and volunteers to share this commitment.

Date: November 2018

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PERSON SPECIFICATION - SERVICE SUPPORT ASSISTANT

POST NO. D12855

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	NVQ 2 or equivalent in a relevant field.		D
	Experience & Knowledge		
2	Approx. 2 years' experience of working in an administration / office / HR / financial related role	E	
3	Experience of using IT applications including Microsoft Office Applications	E	
4	Experience of using admin systems and procedures	E	
5	Experience of dealing with enquiries from a range of people	E	
6	Previous HR Administration Experience		D
7	Knowledge of local government terms and conditions of employment		D
8	Experience of using computerised HR systems.		D
	Skills		
9	Able to work on own initiative	E	
10	Able to work effectively as part of a team	E	
11	Able to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
12	Ability to communicate effectively both verbally and in writing to a range of audiences, including the ability to convey information in a relevant format where appropriate	E	
13	Able to work with a high degree of accuracy and attention to detail	E	

14	Able to prioritise workload and to plan tasks to meet deadlines.	E	
15	Able to process invoices and purchase orders in accordance with agreed procedures	E	
16	Ability to maintain confidentiality and accurate records	E	
Personal Attributes			
17	Personal Resilience	E	
18	Flexible approach to a fast changing working environment	E	
19	Positive approach to change	E	
Special Requirements			
20	Able to get to different Council sites in Darlington to provide administrative support as required	E	

Nov 2018