

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.

Admin Support Worker

Vacancy ID: 009666

Salary: £ 17,681 - £18,319 Annually

Closing Date: 20-01-2019

Benefits & Grade

Grade E

Contract Details

Fixed Term until 31 May 2019

Contract Hours

37 hours per week

Job Description

We are seeking an organised individual to provide effective and efficient administrative support to the Early Help Assessment Team. Applicants will be expected to promote Early Help services, support stakeholders in the use of the Early Help Assessment tool and review process.

The successful candidate will:

- Have excellent ICT, keyboard and telephone skills
- Have some knowledge of data entry
- Have proven knowledge in the use of computerised systems and databases
- Be flexible and customer focussed
- Possess excellent interpersonal and organisational skills

A professional and diplomatic approach is essential as the work is of a confidential and sensitive nature.

Stockton Borough Council is totally committed to continuous organisational and employee development. The post holder is required to participate fully in all initiatives, which facilitate continuous professional development in both service quality and employee development and performance.


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 Mandie Morris, Team Manager Early Help Assessment, on 01642 527241.

An online application form and further information are available from <http://intranet.stockton.gov.uk/>. 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.

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|  Stockton-on-Tees BOROUGH COUNCIL | | JOB DESCRIPTION | |
| Directorate: Children's Services | | Service Area: Early Help Services | |
| JOB TITLE: Admin Support Worker | | | |
| GRADE: E | | | |
| REPORTING TO: Team Manager Early Help Assessment | | | |
| 1. | JOB SUMMARY: To provide effective and efficient clerical and administrative support to staff and partners aligned in the Early Help Service in the promotion of the Early Help processes to colleagues, the public and stakeholders. To ensure timescales are adhered to in relation to early help support, sponsored day care requests, missing from home processes and Early Help Assessment registrations. | | |
| 2. | MAIN RESPONSIBILITIES AND REQUIREMENTS | | |
| | 1. | To provide clerical and administration support to teams, managers and link workers, including development, implementation and maintenance of administration systems which support those teams. | |
| | 2. | Registration, recording, updating and maintenance of records within the computerised client database and associated records systems. | |
| | 3. | To organise, prepare and provide individual reports to early help staff relating to the notification of early help work. | |
| | 4. | To provide support, including organising Team around the Family meetings, preparing agenda's, reports, letters and minutes and all other associated typing support required for the service. Post holders may be expected to undertake duties and responsibilities within the following skill areas; i. Word Processing; ii. Excel iii. Computer keyboard operations; General clerical duties e.g. photocopying, distribution of documents/reports by mail/email, taking into account client confidentiality. | |
| | 5. | Responding to, or redirecting callers from other Agencies, Professionals and members of the public to appropriate team members. | |
| | 6 | To attend and take notes at Team around the Child/Family meetings when necessary, and responsibility to distribute to relevant parties. | |
| | 7 | To provide admin support to professionals requesting sponsored day care. Organising and reviewing placements with external child care providers and maintaining computerised information systems in line with sponsored day care procedures. | |
| | 8 | Arranging and processing transport and accommodation requests including taxi, coach, rail and car hire for staff and clients. | |

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| 9 | To organise, prepare and provide admin support to Early Help staff who are undertaking interview tasks associated with children and young people who are 'Missing from Home'. |
| 10 | Monitoring, ordering and distribution of stationery and office supplies and the process of invoices via Agresso system. |
| 11 | To be able to work as part of a small, but busy team, work within set timescales and meet deadlines as agreed. |
| 12 | 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. |
| 13 | To enhance the Department's image within the authority by promoting awareness of services and achievements and encourage greater participation. |
| 14 | To undertake ongoing personal training as may be deemed necessary to meet the duties and responsibilities of the post as requested by the appropriate Line Manager. |
| 15 | 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 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 31 October 2018

PERSON SPECIFICATION

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|----------------------------|----------------------|---------------------|
| Job Title/Grade | Admin Support Worker | E |
| Directorate / Service Area | Children's Services | Early Help Services |
| Post Ref: | 32283 | |

| | ESSENTIAL | DESIRABLE | MEANS OF ASSESSMENT |
|--------------------|--|--|----------------------------|
| Qualifications | GCSE (Grade A* - C) or equivalent in English and Maths | Word Processing Qualification e.g. ECDL/RSA NVQ Level 3 or equivalent in Business Admin | Application form |
| Experience | <ul style="list-style-type: none"> • Use of Microsoft office (databases, spreadsheets) • Experience of working in a busy office environment • Customer Care experience | Knowledge of Early Help Services Experience of working in a Health or Social Care environment | Application / Interview |
| Knowledge & Skills | <ul style="list-style-type: none"> • Proven organisational skills. • Good Keyboard skills. • Typing ability to a Minimum requirement of 40 wpm • Ability to develop, implement and maintain office systems to relate and respond to members of the public, service users, agency colleagues. • Ability to maintain IT database information accurately and timely. | | Application / Interview |

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| | <ul style="list-style-type: none"> • Ability to work as part of a team or on own initiative and to prioritise work. • Ability to work accurately to deadlines. Communication skills (written and verbal). • Flexible approach • Customer focussed • Able to handle sensitive information and maintain discretion on sensitive issues | | |
| Specific behaviours relevant to the post | <ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement • Empathetic nature • Enthusiasm/keenness to learn • Recognition of need for confidentiality • Flexible | | Application / Interview |
| Other requirements | | Awareness of Health and Safety requirements | |

Person Specification dated 31 October 2018

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.