



## **JOB DESCRIPTION**

**JOB TITLE:** Support Assistant

**GRADE:** Band 2 (SCP7-10) (2019/20 £19,544 – £20,751)

**BASE:** Guildhall, Quayside, Newcastle upon Tyne, NE1 3AF

**MANAGED BY:** Business Manager **-or-** Category Specialist **-or-**  
Supplier & Social Value Development Specialist

### **1. SUMMARY OF POST**

- a. To provide administrative and clerical support to the NEPO team to facilitate day to day running of the organisation.

### **2. JOB PURPOSE**

**The key duties of this post will include:**

- 2.1 Undertake general administration and organisational support to the NEPO team.
- 2.2 Perform diary management functions for officers within NEPO including arranging and re-arranging meetings, room booking and organising refreshments.
- 2.3 To provide basic facilities management – setting up rooms for meetings, assisting attendees and ensuring necessary equipment and resources are available as required.
- 2.4 Support general planning, attending meetings and recording minutes where required and issue resultant correspondence, all whilst ensuring discretion with confidential information.
- 2.5 Where required, support basic invoicing, create purchase orders and take payments using the Financial Management System.
- 2.6 Where required, support the delivery of the NEPO Business Club, arrange and facilitate in-house and external events including use of the “Eventbrite”

- online platform for bookings, producing event literature where required, and setting up rooms.
- 2.7 Provide administrative support linked to event management, including attending events, managing attendee registration and contributing to the running of events.
  - 2.8 Where required, support with NEPO communications, including maintaining and updating the selected sections of the [www.nepo.org](http://www.nepo.org) website.
  - 2.9 Where required, support the Procurement Team with administrative elements of the procurement process, including monitoring bid responses, issuing correspondence, and undertaking price benchmarking.
  - 2.10 Deal with enquiries by telephone and face to face and ensure that they are dealt with effectively and efficiently, e.g. answering routine queries, signposting and taking messages where appropriate.
  - 2.11 Monitoring and ordering office stationery when required.
  - 2.12 Undertake photocopying and scanning as requested.
  - 2.13 Attend staff meetings, and training as required.
  - 2.14 Accurately input data into computerised systems, databases and spreadsheets and process, retrieve and cleanse data as necessary.
  - 2.15 Ensuring issues and opportunities for improvement are escalated to managers promptly so that underperformance or concerns can be addressed in a proactive and timely manner.

### **Personal Disposition**

- 2.16 To demonstrate high professional standards that represent NEPO in a positive and professional manner and contribute to the continuous progress and development of NEPO.
- 2.17 To build appropriate broad and professional networks to increase the influence that can be exerted on matters that concern NEPO and Member Authorities.
- 2.18 Foster close and effective relationships with colleagues and customers to deliver mutual benefits as part of a regional collaborative team.
- 2.19 Take responsibility for your own health, safety and welfare ensure that organisational health and safety policy and procedures are adhered to.
- 2.20 Take personal responsibility for continued personal and professional development and contributing to the learning and growth of NEPO.

- 2.21 Carrying out other duties, engage in development activities and promote the benefits and strategy of NEPO and its services as required.

### 3. PERSON SPECIFICATION

Criteria	Essential	Desirable	How this is identified
Essential knowledge	Using full suite of Microsoft office.	Working in a local government setting.  Financial management systems.	Application and interview
Qualifications	4 GCSE grade A – C or equivalent including Maths and English.  Appropriate NVQ Level 3 or equivalent.	Administrative qualification, such as Business Administration or equivalent.	Application and interview
Experience	Able to work to a good standard, to tight deadlines, often under pressure.  Experience of dealing with enquiries from a range of people via a range of communication channels.  Acting in a professional style and manner and utilising effective communication skills.  Working with a high level of accuracy.  Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals.  Ability to work as part of a team.	Diary management and secretarial support to senior managers.  Using Agresso or other Financial Management Systems.  Experience of processing and paying invoices.  Website Content Management systems.  Dealing confidently with staff at all levels.  Use of “EventBrite” or similar event management system.  Minute-taking at a range of levels, e.g. team, corporate meetings etc.	Application and interview