



## 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.

## **Administrative Assistant**

**Vacancy ID:** 010391

Salary: £18,795 - £19,171 Annually

Closing Date: 01/09/2019

## **Benefits & Grade**

Grade E

## **Contract Details**

Permanent

## **Contract Hours**

37 hours per week

## **Job Description**

We have an exciting opportunity for an Administrative Assistant to join the newly formed Adult Social Care Financial Services Team.

You will be responsible for all aspects of administration for the three areas that make up the service. These are Client Property and Financial Affairs, Personalisation and Client Financial Services.

This job is within a busy and fast paced working environment. This role will suit someone with excellent communication and organisational skills as you will be dealing with a range of people including service users, providers, personal assistants, carers and other professionals. If you enjoy a dynamic and varied working environment then this is the role for you.


An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs).

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Denise Crossen, Team Leader- Client Property and Financial Affairs on 01642 527504 or Vicky Ellis Team Leader – Personalisation on 01642 526106

The application form is available in alternative formats from 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>Adults and Health</b>		<b>Service Area:</b>  <b>Adult Social Care Financial Services</b>	
<b>JOB TITLE: Administrative Assistant</b>			
<b>GRADE: E</b>			
<b>REPORTING TO: Team Leader, Client Property and Financial Affairs</b>			
<b>1.</b>	<b>JOB SUMMARY:</b>  To provide administration support to the Adult Social Care Financial Services Service		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To provide administrative support to the business of the Adult Social Care Financial Services Service	
	2.	Providing administrative support in relation to systems for functioning of the service.	
	3.	Undertaking the typing of documentation; to include typing of correspondence, Mailshots (using Mail Merges for letters and labels from data within Excel Spreadsheets / Access Databases), Creating / Amending Reports using Spreadsheets and Word, Creating and maintaining web based database, collating information, creating and administrating MS Access database. Creating and customising forms and reports	
	4.	Answering the phone, directing calls and responding to emails	
	5.	Delivering a friendly and professional point of contact for the team, ensuring the appropriate distribution of correspondence / messages.	
	6.	Providing administrative support to the services social media page/s and groups	
	7.	Co-ordinating and liaising with I.T. for any I.T. issues / requests.	
	8.	Assisting members of the team with any I.T based work/tasks	
	9.	Assisting with and administering the organisation of any events.	
	10	Carry out effective administrative duties as and when required by the Adult Social Care Financial Services Service	
	11	Organising appropriate maintenance and upkeep of all office equipment and placing purchase orders for various items, e.g. stationery and office equipment.	

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of E 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 April 2019**



## PERSON SPECIFICATION

Job Title/Grade	<b>Administration Assistant</b>	<b>Grade E</b>
Directorate / Service Area	<b>Adults and Health</b>	<b>Adult Social Care Financial Services</b>
Post Ref:	<b>32651</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>At least 5 GCSE's at grade C or above or equivalent – including Maths &amp; English or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>NVQ level 3 Business Administration</li> </ul>	Application form
Experience	<ul style="list-style-type: none"> <li>Able to demonstrate experience of working in an office environment and setting up administration systems.</li> <li>Experience of dealing with members of the public, professionals and other agencies.</li> <li>Experience of dealing with confidential / sensitive information.</li> <li>Knowledge of manual and computerised records.</li> <li>Experience of supporting/co-ordination of administrative tasks.</li> </ul>	<ul style="list-style-type: none"> <li>Organising and supporting meetings</li> <li>Minute taking</li> <li>Development of Administration systems and processes</li> </ul>	Application / Interview

Knowledge & Skills	<ul style="list-style-type: none"> <li>• Good communication skills, both written and verbal.</li> <li>• High personal standards and self-discipline in working to tight deadlines.</li> <li>• Ability to prioritise workload.</li> <li>• Ability to work as part of a team or on own initiative.</li> <li>• Ability to understand both simple and complex instructions.</li> <li>• A comprehensive knowledge of Microsoft Office IT systems (Outlook, Word, Access, Excel).</li> <li>• The ability to work as an effective team member.</li> <li>• Good numerical skills and accuracy.</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> </ul>		Application / Interview
Other requirements	<ul style="list-style-type: none"> <li>• Good interpersonal, communication and customer service skills.</li> <li>• Able to work as part of a team and provide support to team members.</li> <li>• A flexible and enthusiastic approach to work.</li> </ul>		Application / Interview

Person Specification dated April 2019

## **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.