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| **Job Description** |
| **Post title** | Support Officer |
| **JE Reference No** | A4211 |
| **Grade** | Grade 6 |
| **Service** | Resources |
| **Service Area** | Transformation - Business Support |
| **Reporting to** | Team Leader, Business Support. |
| **Location** | Your normal place of work will be Spectrum 8, Seaham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will provide administrative and office-based support for the Coordinator and the wider AAP Board. To achieve this objective, you will be responsible for establishing and developing appropriate office management systems, communication mechanisms and management information systems. You will work within a small team based within the AAP locality offices. You will be in regular contact with members of the public, partner agencies and elected Councillors.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

1. You will provide office management support. You will:
* Deal independently with a varied range of telephone, written and in person queries with a range of audiences relating to the work of the AAP.
* Liaising with partners and AAP Board members over a range of diverse issues.
* Be responsible for organising AAP Board / Forum and Task Group meetings and for providing appropriate support to ensure papers are produced and distributed and actions are documented.
* Responsible for ordering equipment / resources and being responsible for dealing with invoices and maintaining clear records of office expenditure.
* Responsible for the arrangement and scheduling of the Coordinators / Principal Coordinators diary, including arranging appointments and meetings.
1. Develop and maintain AAP Management Information Systems. You will:
* Set up filing systems and document control recording
* Develop and control databases of contacts for AAP Board members, local partners agencies and the various Task Groups
* Log and track queries / complaints received and ensure that responses are dealt with in line with Council standards.
1. You will lead the production and distribution of effective AAP Communication mechanisms. You will:
* Develop and update the AAP website content.
* In conjunction with appointed Community Development Staff, prepare and distribute AAP newsletters and reports to appropriate partners and local people.
1. You will support the AAP Coordinator / Principal Coordinator with research and best practice. You will:
* Carry out research into best practice examples in relation to community engagement and project development linked to the achievement of the AAP Action Plan.
* Share examples of what is working well with other AAP Support Officers across the County.

You will need to have a flexible approach to your work location and may need to offer cover / additional support to other AAP areas across the County as directed by the Principal Coordinator.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * BTEC National, NVQ Level 3 in Business Admin, or an equivalent qualification.
 | * A further or higher administration qualification
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| Experience | * Experience of Office procedures
* Experience of Office management
* Experience of dealing efficiently and effectively with a range of partners in a professional manner
* Experience of convening, administering and capturing discussions at meetings
* Experience of dealing with difficult customers
 | * Experience of ordering of goods and budget recording processes
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| Skills & Knowledge | * Concise and accurate verbal and written reporting skills
* Good numerical information analysis and presentation
* Able to work with a wide range of partners and agendas
* Knowledge of the Council’s Area Action Partnership approach
* Excellent written and verbal communication skills
* Excellent presentation skills
* Able to use IT e.g. Microsoft Office
* Innovative approach to problem solving
 | * Knowledge of community development and community engagement
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| Personal Qualities | * Able to work outside normal office hours as required to fulfil the requirements of modern ways of working, effective engagement with stakeholders and the requirements of the Area Action Partnership
* Access to a car or means of mobility support (if the post holder is driving then they must hold a current valid driving licence and have appropriate motor insurance cover)
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