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|  | **Post Title:** | **Tyne Tunnels Support Assistant**  **(Temporary Post 6 months to 30 June 2021)** |
| 1. **2.** | **Post Ref. Number:** | NECA/20/06 |
| 1. **3.** | **Grade:** | NECA Grade 6 £22,183 - £23,541 paid pro-rata |
|  | **Location:** | Your normal place of work will be Gateshead Civic Centre. However; you may be required to work at any council workplace across the area of the North East Joint Transport Committee.  At the current time the postholder will work from home due to Covid-19 restrictions. |
|  | **Hours** | 30 hours per week but secondment applicants who can work 25 hours upwards per week will be considered |
|  | **Flexible Working** | Subject to service needs flexible working is applicable to this post |

1. **Organisational Relationships:**

The post holder will be accountable to the Tyne Tunnels Manager, Transport North East.

The post holder will work on behalf of the North East Joint Transport Committee (JTC) as a secondee to the North East Combined Authority (NECA) in its role as the accountable body for the JTC.

**Description of Role:**

The post holder will be required to work in a supporting role to the Tyne Tunnels manager providing a range of administrative services relating to the management of the Tyne Tunnels.

1. **Duties and Responsibilities Specific to this Post:**

The following list is typical of the duties in this role. It is not necessarily 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.

* To provide general administrative assistance to support Tyne Tunnels Manager in respect of any Tyne Tunnels matters as required;
* To act as a positive and outward facing representative for Transport North East in relation to Tyne Tunnels matters, contributing to the attainment of business goals, outlines and targets.
* To assist in the management and control of all necessary documents, records and other inputs including updating and maintaining spreadsheets such as the customer issues log, traffic data records and toll income records;
* To provide confidential administrative and secretarial support including arranging and servicing meetings, preparing agendas, preparing and collating other meeting materials and taking or writing up minutes or notes from dictated or other services as needed for various meetings including meetings of the Tyne Tunnels Liaison Group, the Pedestrian and Cycle Tunnel Project Board and the Tyne Pass Working Group.
* To assist in monitoring and updating social media and the pedestrian tunnel website by uploading prepared messages;
* To assist in monitoring regular reports received from the Concessionaire, transferring relevant information from the reports into other formats as required;
* To monitor timescales for FOIs and contractual response deadlines;
* To give a professional and courteous reception service as needed in person and by telephone or other digital means;
* To be responsible for handling and communicating commercially sensitive and confidential data through verbal, written and electronic mediums;
* To promote and implement equal opportunities policies in all aspects of employment and service delivery.

1. **Common Duties and Responsibilities:**

9.1 **Communication**

To act in a professional and courteous manner at all times.

9.2 **Health and Safety**

Adhere to the Health and Safety policy, organisation arrangements and procedures.

9.3 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.4 **Equality and Diversity**

To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

9.5 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The NECA has a Personal Information Security Policy in place.

9.6 **Induction**

The NECA has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.