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| **Job Description** | |
| **Post title** | Operational Support Assistant |
| **JE Reference No** | N9971 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Business Support |
| **Reporting to** | Accountable to the Senior Support Services Officer in the service area allocated |
| **Location** | Your normal place of work will be Hackworth Road Peterlee, Meadowfield or County Hall Durham, 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 work in co-operation with the other Operational Support Assistants in Business

Support.

The post holder will also work with staff in Financial Support if required to ensure performance is met for P2P and raising accounts.

The post holder will also work when required in conjunction with other managers who along with the Business Support Manager form part of the Management Team in Regeneration, Economy and Growth and Neighbourhoods and Climate Change.

Liaison with other Corporate Service functions will also be required in order to ensure “single”

Council working is delivered.

The post holder will be responsible for working with a customer focussed Support Services team

within Regeneration, Economy and Growth and Neighbourhoods and Climate Change and will

work closely with the Technical Staff to ensure the team are providing a quality back office support

service. In addition, the post holder will be responsible for challenging existing systems with an

aim to eradicate paper and promote electronic data interchange/ filing where possible. In addition

existing administration systems will be streamlined in accordance with lean systems thinking to

remove unnecessary processes. A flexible approach must be adopted at all times and an ability to

interchange between areas of work is essential.

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| **Duties and responsibilities** |

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

* Challenging existing ways of working in order to develop lean systems with electronic data

interchange, electronic filing and on-line input wherever possible.

* Assist in the development of procedural guidance notes and standard letters where appropriate for all functions within the service.
* To work with a customer focussed team approach.
* To participate in team meetings and ensure effective and efficient channels of communication are facilitated.
* Assist in identification of risks within the service area.
* Promote a culture to provide continuous service improvement.
* Work with the team to improve the performance of payment of invoices
* Rotate duties with other members of staff in the section to ensure cover is provided at all times of absence
* Work with other colleagues in Business Support to ensure peaks and troughs in other areas are supported
* Ensure a professional approach to work is adopted at all times
* Work with the other Operational Support Assistants where required to ensure a quality service is provided to front line services and customers.
* Assist with post duties as and when required ensuring it is handled efficiently and effectively over the appropriate sites
* To be flexible and carry out job shadowing with other colleagues to ensure continuous cover at times of annual leave and sickness
* Scanning and filing electronically to fully utilise Multi Functional Devices.
* To deal with service requests and customer enquiries in a timely manner.
* To provide accurate advice in relation to the service to customers and service providers.
* To carry out cash receipting as required and prepare income ready for banking.

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 Corporate Director or Business Support Manager.

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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: Operational Support Assistant | | |
|  | Essential | Desirable |
| Qualifications | 5 GCSE’s (Grades A-C) or equivalent. | Evidence of Personal improvement  NVQ Level 3 in Business Administration |
| Experience | Experience of working in an Office environment  Proven ability to deal with major change effectively  Experience in ICT systems  Experience in team working | Experience in providing administration support to front line services  Experience in working in Local Government  Experience in electronic systems and streamlining processes  Experience with Oracle and taking/recording customer payments |
| Skills & Knowledge | An up to date knowledge of relevant policies, procedures and safe working practices  High level written and oral communication skills, able to exchange information orally and in writing with others  Able to prioritise workload to meet deadlines | An ability to be pro-active in service development and improvement  An ability to challenge current systems and procedures |
| Personal Qualities | A positive attitude committed to excellent customer service  A positive approach to service delivery |  |