

1. Post Title:	Bus Partnerships Support Assistant (Temporary Post to 31 March 2022)
2. Post Ref. Number:	NECA/09/2021
3. Grade:	NECA Grade 6 £22,183 - £23,541
4. Location:	<p>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.</p> <p>At the current time, a mix of working from home and in the office is usual, and the balance of time in the office and at home will be agreed between</p>
5. Hours	37 hours per week
6. Flexible Working	Subject to service needs flexible working is applicable to this post

7. Organisational Relationships:

The post holder will be accountable to the Bus Partnerships Project 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 Bus Partnerships Project Manager providing a range of administrative services relating to the efficient delivery of the project and the management of partnership and stakeholder relationships.

8. 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 the Bus Partnerships Project in respect of any project matters as required.
- To act as a positive and outward facing representative for Transport North East in relation to Bus Partnerships 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 action trackers.
- 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 or other services as needed for various meetings including meetings of the Bus Project Board North East and the Bus Advisory Board North East.
- To monitor timetables for the production and circulation of papers, including to the Joint Transport Committee.
- To monitor timescales for FOIs and contractual response deadlines.
- To maintain good contact with project partners to secure support in terms of data and policy inputs.
- 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.

9. 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, to advance equality of opportunity for all and to 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.

Person Specification – Bus Partnerships Team Support Assistant

	Essential	Desirable	Method of Assessment
Education/Qualification	Minimum of 5 GCSEs or equivalent qualifications including English to an appropriate level.		<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-Employment Checks
Experience	Demonstrable experience of providing admin support including experience of collating, formatting and prepare documents and presentations	Demonstrable experience of acting as a Personal Assistant	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-Employment Checks
Skills/Knowledge	<p>Good planning and organisational skills.</p> <p>Ability to organise and manage a work diary and schedule appointments.</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to deploy a high standard of written English.</p> <p>Ability to collate and format management information such as presentations and documents to the required standard.</p> <p>Experience of using IT equipment, including Microsoft Office, especially Excel, Outlook, Word, and PowerPoint</p>		<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-Employment Checks

	Essential	Desirable	Method of Assessment
Personal Qualities	<p>Enjoys working in a team environment and working as a credible representative for senior team members</p> <p>Ability to act in a professional, pleasant, and courteous manner at all times when communicating with colleagues and stakeholders.</p> <p>Experience of communicating with people in a senior role.</p> <p>Enthusiastic, self-motivated.</p> <p>Tactful, discreet and ability not to disclose confidential information.</p> <p>Flexible approach to workload.</p> <p>Drive to meet deadlines</p> <p>Energy, drive, and commitment to the job.</p>		<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-Employment Checks