

## Role Description and Employee Specification

<b>Job Title:</b>	Communities & Sustainable Economy Assistant	<b>Location:</b>	Coleford
<b>Department:</b>	Communities & Place	<b>Service:</b>	Communities & Sustainable Economy
<b>Reports to:</b>	Head of Communities & Sustainable Economy	<b>Working Hours:</b>	37hrs
<b>Salary:</b>	£25,185 to £25,989	<b>Peer Group:</b>	Grade 3
<b>Business World Post Number:</b>		<b>Job Group:</b>	Process & Internal Support
<b>Contract Type:</b>	Permanent	<b>Direct Reports:</b>	No

<b>Overall purpose of the Post:</b>	<p>To provide comprehensive administrative support for the efficient and effective delivery of the work of the Community and Sustainable Economy teams. To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area.</p> <p>To undertake triage and casework to support the Council's statutory safeguarding function.</p>
<b>Key Tasks and Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. Prioritise and answer queries from the public, receive requests for information by phone, email (managing a number of general inbox's for the team) or face to face and deal with them appropriately.</li> <li>2. Be a key member of Safeguarding team, helping to fulfil the Council's Statutory Duties</li> <li>3. Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines</li> <li>4. Carry out duties with discretion, integrity and maintain confidentiality</li> <li>5. Build strong constructive relationships quickly and often in challenging situations</li> <li>6. Ability to remain calm and confident when dealing with challenging clients and environments</li> <li>7. Ability to resolve complex issues by negotiation</li> <li>8. Deliver commitments and take ownership of own caseload</li> </ol>

9. Create presentation materials, using content and language appropriate to the intended audience. Create or amend web pages as needed (with support of IT and communication team colleagues).
10. Proofread and suggest changes to reports and other documents and prepare letters, memos, forms, templates, registers and provide information for reports, monthly returns, performance data and freedom of information requests within specified deadlines. Ensure secure handling of confidential data and information to comply with Council policy and with Data Protection Act.
11. Coordinate the diaries for all team members as required.
12. Admin support for community grant programmes.
13. Maintain client database records with full respect for the restricted nature of the data held and processed. Accurately create, maintain, update and retrieve data from office systems and departmental information systems (computerised and manual) to ensure accurate records are kept in a confidential manner and in line with legislative requirements.
14. Coordinate and arrange internal and external meetings, co-ordinating venues, dates and attendees. Collate and distribute meeting documents; take and produce action notes as needed
15. Prepare purchase orders and invoices
16. Carry out additional tasks as may be reasonable commensurate with the responsibilities of the role.

Other

- Prioritise conflicting work demands and progress own workload to meet deadlines
- Use tact and discretion when receiving and handling sensitive, protectively marked and confidential information
- Working under the general direction and guidance from the Head of Service or Operational Manager to undertake allocated tasks and duties as instructed
- Ability to take responsibility on day to day basis with minimal supervision or intervention from manager
- Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures
- Ensure all relevant customers and company information is captured and recorded accurately
- Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required
- Update and maintain internal data and records
- Identify issues and escalate issues which may potentially impact service delivery

	<ul style="list-style-type: none"> <li>The responsibilities outlined are not intended to totally encompass or define all tasks that may be required of the post-holder. The post-holder will be required to undertake duties commensurate to the grade of this position.</li> </ul>
<b>Essential Requirements – Knowledge, Qualifications, Skills, Abilities and Experience:</b>	<ul style="list-style-type: none"> <li>Qualifications equivalent to NVQ level 1 or GCSE in Maths and English</li> <li>Ability to establish and maintain good working relationships</li> <li>Use of Microsoft office applications and data recording</li> <li>Natural and engaging style of communication</li> <li>Ability to apply good judgement and query issues where appropriate</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>The ability to learn new skills and tasks</li> <li>Competent in preparing meeting agenda's and minute taking</li> <li>Good written and verbal communication skills</li> </ul>
<b>General Accountabilities:</b>	<ul style="list-style-type: none"> <li>The post holder is responsible for maintaining a safe work environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment.</li> <li>Work in compliance with the Codes of Conduct, Regulations and policies of the council.</li> <li>To actively support the Council to reduce its carbon emissions and deliver climate resilient services and places</li> </ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>You will be expected to work reasonable additional hours in line with the needs of the service.</li> <li>There may be a requirement to work at other locations to meet the needs of the business.</li> <li>Full UK Driving Licence.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to travel / access to a vehicle for work purposes.</li> <li>• Politically restricted postholders are restricted from canvassing on behalf of a political party or for a person who is, or seeks to be, a candidate for election to a local authority, the House of Commons.</li> </ul>		
<b>Date Reviewed:</b>		<b>Reviewed By:</b>	
<b>Checked by HRBP</b>		<b>Date of Issue:</b>	