

Job Description and Person Specification

Job details

Job title:	Stronger Communities Administrator
Grade:	NNC BAND 2 (37 Hours)
Reports to:	Stronger Communities (Business) Manager
Responsible for:	The delivery of Stronger Communities Services
Directorate and Service Area:	Public Health – Communities & Leisure

Purpose of the job

- To provide effective administration support to the Place-based delivery programme across North Northamptonshire.
- Delivery of an effective and appropriate service to all customers, fairly and without discrimination.

Principal responsibilities

1. Responsible for the administration relating to the Place Based Partnerships (PBPs) and Local Area Partnerships (LAPs).
2. To provide the secretariat support for the meetings and production of associated papers for PBPs and LAPs.
3. To arrange the LAP and PBP meetings, including the booking of venues, and to take minutes/notes of such meetings.
4. To process purchase orders and invoices as necessary.
5. Assist with the preparation of documents and other administration related tasks.
6. To input/retrieve data on computer records of service requests, enquiries and actions.
7. Assist the Stronger Communities (Business) Manager and Head of Service with routine administrative and operational tasks, including record keeping associated with, for example, Freedom of Information requests and Member enquiries.
8. Collecting, interpreting, and reviewing information and producing reports related to the work of the Stronger Communities service.
9. To maintain filing systems (both computerised and manual) of documentation and technical literature in a timely fashion.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

The post holder:

- Requires satisfactory clearance of a Disclosure and Barring Service disclosure.
- Will promote equal opportunities within all aspects of service delivery and employee relations.
- Will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Must be prepared to undertake training as required.
- Must hold a valid driving licence and access to a car for work purposes is essential for this post.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Five (5) GCSEs including Maths and English at Grade 4 or above, or equivalent.	Other training/certification of computer skills. NVQ Level 3 or equivalent in Business Administration.
Experience and Knowledge	<p>Experience of administrative work, including maintaining spreadsheets or databases, writing emails, and producing summary information from MS Excel.</p> <p>Experience of working in teams and delivering services to customers.</p> <p>Experience of working without supervision and under pressure.</p> <p>Experience of working to challenging targets and to plan and prioritise effectively in order to achieve and meet deadlines.</p>	<p>Experience in dealing with members of the public.</p> <p>Experience in local government, voluntary or commercial sectors.</p> <p>Experience of ERP Gold.</p>
Ability and Skills	<p>Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook.</p> <p>Excellent communication skills (verbal and written), good telephone skills with a range of customers.</p> <p>Ability to seek, retrieve and collate information from a variety of sources and make judgements.</p> <p>Planning and organising own workload.</p> <p>Numerical skills & ability to analyse spreadsheets.</p> <p>Excellent attention to detail.</p> <p>Fair and objective decision-making ability.</p> <p>Tact and empathy.</p> <p>The ability to work well individually and part of a team.</p>	Experience of communicating with customers.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Driven by customer excellence.</p> <p>A commitment to equal opportunities and social inclusion.</p> <p>A valid driving licence and access to a car for work purposes.</p>	