



Job Description and Person Specification

Job details

Job title: Household Support Fund (HSF) Administrator
Grade: NNBAND03
Reports to: Household Support Fund (HSF) Team Leader
Responsible for: N/A
Directorate and Service area:
Public Health, Communities and Leisure, Stronger and Safer Communities

Purpose of the job

1. To provide effective administration support to the HSF programme across North Northamptonshire.
2. Providing day-to-day administration services for the HSF Programme.
3. Delivery of an effective and appropriate service to all customers, fairly and without discrimination.

Principal responsibilities

1. Responsible for the administration relating to the North Northamptonshire Council's Household Support Fund programme.
2. To maintain accurate customer records of support provision ensuring effective communication across all related teams and external partners.
3. To input/retrieve data on computer records of service requests, enquiries and actions.
4. To assist the HSF Team Leader and Stronger Communities (Partnership) Manager with routine administrative and operational tasks, including record keeping and liaison with customers and residents of North Northamptonshire.
5. Assist with the preparation of documents and other administration related tasks.
6. To maintain filing systems (both computerised and manual) of documentation and technical literature in a timely fashion.
7. To arrange meetings and take minutes of such meetings.
8. Collecting, interpreting, and reviewing information and producing reports related to the HSF programme.

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

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure. A Baseline Personnel Security Standard is also required.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Five (5) GCSEs including Maths and English at Grade 5 or above, or equivalent.	Other training/certification of computer skills. NVQ Level 3 or equivalent in Business Administration.
Experience and Knowledge	Experience of administrative work, including maintaining spreadsheets or databases, writing emails, and producing summary information from MS Excel. Experience of working in teams and delivering services to customers. Experience of working without supervision and under pressure. Experience of working to challenging targets and to plan and prioritise effectively in order to achieve and meet deadlines.	Experience in dealing with members of the public. Experience in local government, voluntary or commercial sectors.
Ability and Skills	Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook. Excellent communication skills (verbal and written), good telephone skills with a range of customers. Ability to seek, retrieve and collate information from a variety of sources and make judgements. Planning and organising own workload. Numerical skills & ability to analyse spreadsheets. Excellent attention to detail. Fair and objective decision-making ability. Tact and empathy. The ability to work well individually and part of a team.	Experience of communicating with customers.

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Driven by customer excellence. A commitment to equal opportunities and social inclusion.	