



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: ALS Operations Support Officer

Grade: BA03

Hours: 37

Reports to: Operations and Business Growth Manager

Location: Vulcan Works, Northampton, NN1 1EW

Responsible for:

Directorate and Service area: Adult Learning Service

Purpose of the job

Carry out a wide range of administrative processes and procedures relevant to the allocated area of work, this could include, but is not limited to, providing advice and guidance to customers, booking venues, booking exams, processing enrolments, processing Refunds, processing purchase orders, administering learner and staff DBS checks, managing external and internal communication, cross service printing, data inputting.

To work with a range of systems and processes relevant to the area of work, specifically TERMS, to provide a responsive service to internal and external customers. To ensure information is provided in a timely manner to relevant team members to monitor performance.

The post holder will work flexibly across the service to provide support and cover commensurate with the scale of the role where required within any area of the service.

Principal responsibilities

(Please make these concise and ideally no more than 8)

1. Carry out a wide range of administrative processes and procedures relevant to the allocated area of work, this could include, but is not limited to, booking venues, booking exams, processing enrolments, processing purchase orders, administering learner and staff DBS checks, providing advice and guidance to customers.
2. Production of a wide range of both standard and complex reports from information held within various databases; to include analytical, statistical, and funding data. Where appropriate assisting less experienced colleagues in the production of documents to support efficient service delivery.
3. Undertake a wide range of enquires as well as service users.
4. To monitor data input within TERMS and take corrective measures to ensure that information is accurate and up to date. Working and liaising with the MIS and Exams teams in regard to the quality of the data within the system.
5. Develop, manage, and maintain information, using spreadsheets, databases, and corporate systems. Maintain all records in line with the General Data Protection Regulation and NNC retention policies. Produce appropriate reports as required.
6. Proactively support efforts and initiatives aimed at streamlining workflow throughout the Adult Learning Service; to include Identifying and assisting in the development of procedures; sometimes initiating change in order to support service delivery.
7. Participate in team development activities and provide formal assistance, day-to-day monitoring, and support to less experienced colleagues, and support the achievement of individual and team performance development and objectives.
8. Carry out a range of administrative tasks in relation to the functions within the service.
9. To provide cover for the wider service and other administrators during periods of absence, coordinating annual leave.
10. To actively develop and maintain positive and productive working relationships with colleagues and customers.

11. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
12. Ensure that reasonable care is taken at all times for the health, safety and welfare of you and other persons, and to comply with the policies and procedures relating to health and safety within the department.
13. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description.

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. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. 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.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Able to demonstrate a good level of general education equivalent to GCSE standard</p> <p>Hold a Level 2 qualification in English and Maths.</p> <p>Hold a Level 2 qualification in ICT or equivalent, or willingness to work towards.</p>	<p>Evidence of recent Continuing Professional Development and/or personal learning.</p> <p>Level 3 qualification in Business Administration</p>
Experience and Knowledge	<p>Previous Experience of working in a busy office-based role, administrative or customer service</p> <p>Reporting, analysing, and representing management information.</p> <p>Understanding of office organisation and record maintenance</p> <p>Maintaining and developing databases and spreadsheets</p> <p>Sound knowledge of General Data Protection Regulation</p>	<p>Good understanding and experience of business processes</p> <p>Knowledge of TERMS</p> <p>Experience of Crystal Reports</p> <p>Project Administration</p> <p>Experience of presenting information to a range of audiences</p> <p>Experience of coaching others</p>
Ability and Skills	<p>Ability to problem solve.</p> <p>Able to work flexibly and as part of a team.</p> <p>Good written and verbal communication skills including</p>	

Attributes	Essential criteria	Desirable criteria
	<p>telephone skills.</p> <p>Excellent people skills and an ability to communicate with a wide variety of people.</p> <p>Advanced IT skills across the Microsoft packages</p> <p>Accuracy and attention to detail</p> <p>Ability to maintain confidentiality.</p> <p>Able to plan and manage workloads effectively including prioritisation and using own initiative.</p> <p>Willingness to acquire new skills and cope with change.</p> <p>Ability to identify and respond to changing service requirements</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Ability to travel freely as operationally required between locations in North and West Northamptonshire.	