



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: **Support Services Officer**

Grade: NNBand03 (£28,163.00 - £29,093)

Reports to: Senior Support Services Officer

Responsible for: N/A

Directorate and Service area: Law & Governance (Democratic Services)

Purpose of the job

Provision of administrative support within the Democratic Services team as directed by the Senior Support Services Officer.

Principal responsibilities

- 1) Assist with general administrative support within the service as required, to include –
 - a) Dealing with queries from internal and external stakeholders regarding the service and/or its area(s) of responsibility;
 - b) Recording and distributing incoming correspondence and dealing with outgoing correspondence, to include administration of the service's main email inbox;
 - c) Book rooms and venues required for the service;
 - d) Maintain an appropriate filing system for the service's records;
 - e) Maintain a stationary store for the service;
 - f) Recording and processing of the service's orders and invoices;
 - g) Assisting with the production and distribution of meeting agendas, minutes and reports;
 - h) Assisting the Senior Support Services Officer in maintaining an appropriate record of the service's performance in relation to its key performance indicators;
 - i) To process member travel and expenses claims through the Council's approved procedure;
 - j) Process requests from the section's officers and from members for ID Badges and parking permits as required;
 - k) To assist with the administration and housekeeping of Council meetings, as directed by the Senior Support Services Officer;
 - l) To assist with supporting the provision of webcasting arrangements for Council meetings and other virtual meetings supported by the service;
 - m) Maintain records in relation to training and development undertaken by members, to support the Councillor Training and Development Strategy;
 - n) To maintain copies of member Register of Interest forms and ensure the details recorded on the section's software system(s) is kept up to date;
 - o) Maintain a list of contact details for all town and parish councils/meetings;
 - p) To provide clerical and administrative support within the service, commensurate with the grading of the post and subject to appropriate training and/or direction.
 - q) To provide administrative assistance to the Support Services Officer (Schools) and the Support Services Officer (Civic) as required

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

There may be a requirement for the postholder on notice to work outside of normal working hours, for which the appropriate time in lieu will be provided.



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Person Specification

| Attributes | Essential criteria | Desirable criteria |
|--|--|--|
| Education, Qualifications and Training | Educated to NVQ Level 2/GCSE equivalent with GCSE English (or equivalent). | Educated to NVQ Level 3/A-Level equivalent including English or Maths (or equivalent). |
| Experience and Knowledge | <p>Good working knowledge of a range of IT applications, including Microsoft Office, Outlook and other more specialist or complex IT systems.</p> <p>Experience of providing administrative assistance including use of a range of office equipment, arranging meetings, dealing with mail, and collating and copying papers for circulation.</p> <p>Experience of planning and managing tasks to ensure tight deadlines are met.</p> <p>Appropriate understanding of data protection, security, and handling of confidential information.</p> <p>Health and safety awareness.</p> | <p>Able to guide others in the use of similar applications.</p> <p>Experience of working with confidential information or in a local government environment.</p> |
| Ability and Skills | <p>Ability to demonstrate excellent communication skills, both verbal and written, including composing, and preparing a wide range of well-presented documents without supervision.</p> <p>Ability to handle a range of detailed queries from members of the public and colleagues.</p> | |

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| | <p>Ability to maintaining a high level of attention to detail and accuracy while working under pressure.</p> <p>Ability to plan and manage own workload, including prioritising work to ensure service requirements are met.</p> <p>Ability to set up and operate a range of electronic filing systems to ensure an effective and efficient service can be maintained.</p> | |
| Equal Opportunities | <p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p> | |