

Job Title Administrative Support Officer

Grade 4

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

The Health Safety & Wellbeing Service provides consultancy services which include Health and Safety, Occupational Health, Counselling & Design and Technology engineering support. The service supports a wide range of council services, maintained and academy schools as well as other external customers. The service has high standards of customer

care and enables customers to implement effective workplace solutions to protect the health, safety and wellbeing of colleagues, service users, pupils and other individuals affected by their activities.

About the Role

Administrative support for the Health, Safety and Wellbeing Service.

Reporting Relationships

Responsible to: Health & Safety Support Officer

Responsible for: none

Key Accountabilities:

1. Develop, implement, monitor and recommend processes and procedures to support the delivery of services and support the monitoring of achieving outcomes.
2. Research, manage and monitor contracts, tenders and agreements for the provision of services or equipment so as to achieve best value and efficient services. Also to support the completion of any tenders/bidding submissions that the service completes. Ensuring traded services information is accurate and up to date.
3. Take a lead on supporting the service to deliver projects and new initiatives to support effective outcomes and organisational engagement.
4. Organise and maintain health and safety systems including the audit and evaluation programme/process, accident and incident data and other databases including the collation of information and accurate documentation of data.
5. Process the day to day financial transactions within the service in accordance with financial regulations. This may include invoicing customers, completing pass through activities, placing orders for services/equipment, processing and scanning invoices and staff expense forms, checking stock levels and receipting and banking income. Administer the usage of the Procurement cards held within the Service.

6. Provide a range of general administrative support for the service, including production of documents to high standards of accuracy, organising and managing equipment on loan/ customer requests for services, updating and monitoring of the intranet and SLN, assistance with monitoring customer feedback, minute taking, arranging meetings/events, recording sickness absence and completion of other management records.
7. Assist with arrangements for the annual training programme including on-site training provision. This will include organising trainers, overseeing preparation of logistical requirements, event paperwork and any compliance requirements for accredited training.
8. Maintain confidential records, and support the delivery of systems for the ThinkWell and Physiotherapy services. Ensure adherence to the requirements under the Data Protection Act for clinical and sensitive personal information.
9. Developing statistical analysis of data captured and interpretation into management information.
10. To undertake any other duties that is commensurate with the grade of the post.

Other Information

This post has no political restriction.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.



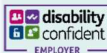
The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application


I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> NVQ level 2 in Business & Finance or Administration, or equivalent IT qualification i.e. ICDL/CLAIT or equivalent work experience to this competency level. 	A A
	Knowledge and Experience <ul style="list-style-type: none"> Working within a team, preferable in an office environment Experience in using computer based information system. An understanding and knowledge of the application of financial systems and procedures. Knowledge of a range of IT applications including word, excel and outlook. At least two years' experience of operating financial systems and financial procedures. Able to identify, analyse and interpret information from a range of sources and develop appropriate solutions. Knowledge and experience of working in a complex customer environment and with external providers in a busy, confidential and customer focussed environment. Working with internal/external customers to provide a quality service. Experience in managing personal workload and the workload of others in order to establish priorities and meet deadlines. Understanding of the principles of providing a good quality customer service. Experience of developing and implementing process and procedure. 	A/I A/I A/I A/I A/I A/I A/I A/I
	Skills <ul style="list-style-type: none"> Demonstrate good written and oral communication skills at all levels – this post will involve liaison with other Managers, external providers, customers, colleagues within the service and wider, enforcement agencies and stakeholders. 	A/I

	<ul style="list-style-type: none"> • Time management skills with an ability to work under pressure and on own initiative. • Demonstrate relevant numerical skills to complete the full range of financial transactions. 	A/I
	<ul style="list-style-type: none"> • Able to demonstrate a drive for customer care internal/external and satisfaction. 	A/I
	<ul style="list-style-type: none"> • Ability to work independently, with minimal supervision. • The ability to undertake a number of areas of work to ensure flexibility within the Team. 	A/I



 *If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300