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| |  | | --- | |  | | **CSS Officer**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Officer Scale 4  **Service Area: Deployed as appropriate**  **Directorate: Corporate and Support Services (CSS)** | Salary Grade: Scale 4 |
| **Responsible to: Supervisor and/or Line Manager**  **Responsible for: CSS Support Officers where appropriate** | |
| **Main Purpose of the Job:**  As a CSS Officer you will support the delivery of services offered by Corporate and Support Services Directorate. | |
| **Summary of responsibilities and key areas:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.  1. Problem Solving/Creativity/Maintaining standards  • Respond to issues requiring a general understanding of work-area policies and procedures.  • Resolve non-routine problems in a thorough and timely manner; using discretion and knowing who to go to in order to resolve issues and complete tasks.  • Consider presenting situations, and select the most appropriate response based upon experience.  • Obtain and use relevant information from various sources to solve problems that impact own work area.  • Update manuals/procedures and provide training and support to colleagues when necessary.  • Work as part of team understanding and focussing on how the role supports the teams and departments priorities.  2. Responsibility and accountability  • Responsible for the receipt and acknowledgement of queries with appropriate tracking of response.  • Responsible for prioritising your own work when there are competing demands.  • Responsible for supporting and supervising others where appropriate.  • Responsible for implementing best practice guidelines in handling personal and sensitive information.  3. Communication  • Communicate established processes and procedures to a range of audiences as required.  • Communicate effectively within the Democratic processes.  • Communicate detailed information/advice within own work area and to colleagues from others.  • Answer general questions and refer more complex questions to supervisor/manager.  • Deal with difficult customers in an appropriate manner.  4. Decision Making  • Make decisions based upon specific instructions, standard practices, and established procedures that generally require some interpretation in service areas.  • Gather related detail and make recommendations to solve problems of moderate complexity.  • Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures.  • Be aware of the risks associated with the service and its information and seek appropriate advice.  5. Knowledge & Skill  • Good standard of working knowledge to undertake a range of tasks in the allocated work area.  • Keep up to date with issues relating to the work of the team and department.  • Research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team.  • Ability to use appropriate systems in place to support the service area in which you are placed, with specific support and training.  • Use of a range of systems that support the Council and expert user status for specific systems and procedures.  • Personal Health and Safety in the workplace.  6. Flexibility  • Ability to transfer skills to a range of service areas with specific support and knowledge available.  • Ability to pick up variance in approaches within specific support and knowledge provided.  7. Risk Management  • Understands the risks associated with the nature of the service you are supporting, identifing areas of concern and raising these appropriately | |
| **Job Activities (Annex)**  You will be initially deployed within the HR team which is part of the People and Organisational Development Service. This Annex provides a brief overview of the range of activities that may be undertaken by this role. It is not a comprehensive list of activities and not all posts will undertaken every activitiy. Annexes for activities undertaken within other CSS Service areas are available.  These roles will require a technical expertise and knowledge in at least one of the  following areas:   * Recruitment, Resourcing and Service Transformation. * Information, Advice and Guidance and Transactional Support. * Technical Payroll and Pensions. * Policy, Compliance and Employee Relations. * Employee wellbeing, engagement and equalities. * Workforce and Organisational Development. * Business Transformation, Development and Quality Assurance.   These staff will operate as ‘team workers’, undertaking tasks outlined in the generic job description with a degree of technical knowledge and complexity. Indicative tasks and activities likely to be undertaken by people deployed into these roles are likely to include a number of the following:   * Providing administrative support to our internal Bureaus including finding suitable cover for a range of assignments and ensuring adequate cover during opening hours * Providing consistent and accurate advice and guidance to customers on Policies and procedures such as sickness absence * Ensuring the efficient and effective delivery of payroll services to internal and external customers, contributing to the achievement of prescribed deadlines * Ensuring that the Council and individuals receive accurate pensions advice and contribute to changes in pensions legislation * Providing project support to more senior officers * Ensuring that the records pertaining to new starters, established staff and staff preparing to leave the organisation remain accurate and up-to-date * Contributing to the activity relating to employee wellbeing, engagement and equalities * Supporting lower graded officers to learn and develop specialist knowledge * Escalate queries to more senior officers when appropriate | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of teamwork in a customer service environment. | Essential |
| Analytical skills with the ability to problem solve and interpret data and information. | Essential |
| Demonstrable ICT experience including Word and Excel, using spreadsheets to input/extract information and use formulae for calculation purposes. | Essential |
| Ability to work accurately to strict deadlines. | Essential |
| Effective organisational skills. | Essential |
| Excellent communication skills (written and oral), including effective interpersonal skills with managers and colleagues to achieve positive outcomes. | Essential |
| Demonstrable numeracy and literacy skills at a minimum of Level 2 (GCSE pass) and ability to accurately undertake pay calculations. | Essential |
| Understands and actively supports Stockport Councils diversity and equality policy. | Essential |
| Meets / able to meet Stockport Council’s standard of attendance. | Essential |
| A willingness to be flexible in a changing environment. | Essential |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |