

Job specification

Job title: greater.jobs Support Assistant

Service: HR and OD

Grade: G4

Reporting to: greater.jobs Co-ordinator

Your job

You will be part of a small team that undertakes the central administrative duties for the greater.jobs careers website and associated applicant tracking system on behalf of 12 local authorities and other key services across Greater Manchester and Blackpool.

Your core responsibility will be to ensure that all income generated by the greater.jobs Support Team is recorded and invoiced correctly. This will involve updating relevant financial records accurately including spreadsheets and processing invoices. You will also deal with a range of financial queries, liaising effectively with other departments including finance as necessary.

You will publish advertisements on the greater.jobs website and provide back office recruitment services for customers in line with service level agreements. You will also support the management of the greater.jobs email inboxes and respond to queries in a timely manner.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the first 2 months you will:

- Undertake training on the financial aspect of greater.jobs so you can, on an on-going basis:
 - Process invoices accurately using Agresso, our corporate finance platform
 - Maintain and update financial records to ensure that all transactions for invoicing are recorded
 - Update customer contact details as required, to ensure that financial information is up to date
 - Deal with financial queries effectively and courteously as they arise, liaising with colleagues and other departments as required
- Undertake training on the Engage Applicant Tracking System so you can, on an on-going basis:
 - Produce specific reports from the system for financial purposes
 - Publish advertisements on the greater.jobs website for both internal and external customers within the agreed service level agreement
 - Provide ATS back office recruitment services
 - Update the ATS system according to business needs
 - Report any issues to the greater.jobs Co-ordinator and/or supplier

On an ongoing basis you will:

- Update and maintain financial records to ensure that all transactions for invoicing are recorded accurately and customer contact details are up to date; dealing with queries effectively and courteously as they arise
- Monitor the greater.jobs inboxes, responding to queries appropriately within 24 hours of receipt and escalating as necessary
- When required, attend steering group meetings, suggesting new ideas and providing updates
- Research and analyse information if required by managers
- Support the organisation of meetings, appointments and events including booking rooms and refreshments, inviting attendees, photocopying of papers and taking minutes
- Assist with the preparation of documentation including flyers, booklets, letters and other documents as required using Word, Publisher, Excel and PowerPoint as appropriate
- Manage and update databases and produce reports as required by Managers
- Keep abreast of modern administrative practices which improve the efficiency and effectiveness of the role and attend relevant training as necessary
- Work flexibly to meet the changing needs and demands of the role
- Attend and participate in any meetings and training events which develop and/or improve team/individual performance
- Provide a range of clerical duties including photocopying, filing, emails and taking calls
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Educated to GCSE level with a Grade C or above in English and Maths, or equivalent qualifications
- An enthusiasm and desire to learn the financial aspect of a business or service
- A good understanding of the use of technologies to improve service delivery, as well as a good level IT skills and experience of using excel, databases and reporting tools
- Experience of working in a fast-paced environment with recurring deadlines
- Experience of working with personal, sensitive and confidential information and an understanding of the requirements of the Data Protection Act and General Data Protection Regulations
- Excellent customer service skills
- The ability to prioritise workload
- The ability to work effectively in a busy environment with a high degree of accuracy and a methodical approach
- The ability to display a positive attitude, proactively seeking to improve relationships with colleagues, customers and partners

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough