

## Job Description

**Post Title: Neighbourhood Inclusion Assistant**

**Salary Grade: Scale 4**

**Responsible to: Senior Neighbourhood Inclusion Officer**

**Responsible for: n/a**

### **Main Purpose of the Job:**

You will support the engagement of people and communities in the work of the Neighbourhood Inclusion Team, undertaking specific tasks and activities to meet clear objectives.

You will capture, in an agreed format, information necessary to show the impact the Team.

You will assist in representing – alongside mainstream services – the interests of the Council and Partners within neighbourhoods, and vice versa

You will be supported from Managers at grades above you.

### **PRINCIPAL DUTIES & RESPONSIBILITIES:**

- To assist in maintaining networks, systems and processes necessary to understand the assets and priorities of one or more defined neighbourhood(s)
- To assist in delivering community events that can show impact both through expanding engagement networks and supporting inclusion in mainstream services
- To maintain relevant information systems to ensure effective administration, including recording information about people engaged by the Neighbourhood Inclusion Team and the impact of that engagement.
- To provide assistance across the range of activities undertaken by the Neighbourhood Inclusion team
- To share the day to day routine of the office, including taking phone messages, using standard office equipment and undertaking other administrative tasks.
- To respond to issues requiring a general understanding of work-area policies and procedures.
- To 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.
- To work as part of the Team understanding and focussing on how the role supports the teams and departments priorities
- Make decisions based upon specific instructions, standard practices, and established procedures that generally require some interpretation.
- Be aware of the risks associated with the service and seek appropriate advice, exercising confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures.

- Raise orders, invoices and inter-departmental transfers as required, ensuring attention to accuracy both on financial computer systems and on any supporting paperwork.

#### **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, 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

## Stockport Council Person Specification

**Job Title: Neighbourhood Inclusion Assistant – Scale 4**

**Vacancy Number:**

Attributes	Competency	SCORE				Essential or Desirable	Selection Method TBC
		0	1	2	3		
<b>Experience</b>	Experience of supporting projects and/or teams, achieving objectives					Essential	
	Knowledge and understanding of a relevant work area or specialised skill					Essential	
	Experience of working within a support environment.					Essential	
	Experience of working flexibly across teams to support key projects and activities.					Essential	
	Experience of analysing data and information.					Essential	
	Experience of working in a local government, public sector or similar environment.					Desirable	
<b>Technical Skills</b>	Effective interpersonal skills, working with colleagues to achieve positive outcomes.					Essential	
	Effective organisational skills.					Essential	
	Analytical skills with the ability to problem solve and interpret information.					Essential	
	Effective oral and written communication skills					Essential	
	Work placement related negotiation skills					Essential	
	Ability to work accurately to strict deadlines					Essential	
<b>Qualifications</b>	Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate					Essential	
	Where appropriate, clean driving license.					Desirable	
<b>Corporate Competencies and Behaviours</b>	Communicating effectively					Essential	
	Being customer focused					Essential	
	Effective team working					Essential	
	Personal organisation and effectiveness					Essential	
	Personal development					Essential	
	Working safely					Essential	

	Making the most of information and communications technology					Essential	
<b>Additional Factors</b>	To meet Stockport Council's standard of attendance					Essential	
	A willingness to be flexible in a changing environment.					Essential	
	Understands and actively supports Stockport Council's diversity & Equality Policy.					Essential	