



JOB TITLE: Administration Assistant

(part time- 16 hours per week - Mon – Thur 9am – 12am and Friday 9 am-1pm)

DEPARTMENT: Children, Families and Wellbeing

GRADE: Band 3

DIRECTLY RESPONSIBLE TO: Parent and Young Peoples' Partnership Manager (PYPPS)

Main Purpose of the Job:

An interesting and challenging administration and telephone helpline post. The post offers a variety of duties ranging from routine administration, providing a sensitive response to incoming enquiries from parents, schools and other professionals about children with special educational needs.

Main Duties:

- Routine administration tasks including filing, photocopying, preparing paperwork for meetings and events, collecting and distributing post.
- To respond to telephone calls sensitively, record key information, give appropriate advice and make appointments as required, in line with Data Protection Governance.
- Inputting client information and updating the PYPPS database.
- Producing and designing information leaflets about the Parent and Young Peoples' Partnership Service
- Placing and ordering stationery, services, room hire and so on via by the EBP system for the PYPPS.
- Monitoring the PYPPS budget and reporting to the line manager.
- Maintaining information notice boards in a selection of Trafford schools. Liaising with Headteachers and SENCO's.

- On occasions, support the administrative needs of the Parent and Young Peoples' Partnership Service out of normal working hours, for example, parent information events or school parent's evenings.
- Assisting with other clerical duties within the administrative team as required.
- Attend training related to the job specification and duties.

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Confidentiality

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

Information Governance

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

Safeguarding Children

Trafford Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Disclosure of Criminal Background (if applicable)

All employers are required to check with the Criminal Records Bureau the possible criminal background of staff and volunteers who apply to work with, or will have access to information about, children and young people or vulnerable service users. If it is a requirement of the post that such a check be undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place. Having a criminal record will not necessarily bar you from working within Trafford Children and Young People's Service. This will depend on the nature of the position and the circumstances and background of any offences. Please note applicants refusing to sign the form or failing to disclose any convictions will not be progressed further.



PERSON SPECIFICATION

JOB TITLE: Administration Assistant

DEPARTMENT: Trafford Parent and Young Peoples' Partnership Service

GRADE: Band 3

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
Good standard of secondary education including GCSE English and Maths Grade A-C or equivalent Willingness to undertake training to develop skills as necessary	A, C, T
2. Experience	
Experience of working on a telephone helpline	A, I
Show initiative	A, I
Work under pressure	A, I
Can prioritise	A, I
Work to strict deadlines	A, I
3. Knowledge	
Some knowledge of SEN(D)	A, T
Knowledge of Microsoft Windows and Office Applications including Word and Excel	A, I, T
4. Skills & Abilities	
Customer service skills including accurate message taking and resolving queries	A, I
Good oral and written communication skills	A, I

Can work on own initiative and as part of a team	A, I
Organisational and time management skills	A, I
Ability to work flexibly according to the needs of the service	A, I
Ability to handle situations with sensitivity, tact and diplomacy	A, I

STAGE TWO: Will only be used in the event of a large number of applicants meeting the minimum essential requirements

ADDITIONAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
Administrative Qualification	A, C
2. Experience	
Dealing with enquiries in person/customer facing experience	A, I
3. Knowledge	
Knowledge of SEND support and legislation	A, I
4. Skills & Abilities	
Working Knowledge of Publisher, Excel, Access and SAP on line ordering system or a willingness to train.	A, I

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,
P = Presentation, **T** = Test, **AC** = Assessment centre