Administration Officer

Service	Reporting to	Location	Grade
Neighbourhood Management	Neighbourhood Manager	Civic Centre, Swinton	2B

About the role

- The job is supporting an effective and efficient support service within Neighbourhoods and Communities: Including support to Elected Members, Task Group Members participating directly where appropriate. This includes: Arranging, attending, and minuting meetings.

- Working collaboratively with Voluntary Sector Organisations and Partner Agencies to provide a seamless administrative support service.

- Assessment and processing of grant application forms.

- Extracting information from application forms to be entered onto an Oracle Grants Database.

- Develop and maintain mailing lists.

- Presenting grants information at budget group meetings.

  Salford has Eight Neighbourhood Management Teams – one for each of the eight defined areas of Salford. Most Neighbourhoods have a Community Committee, and those Committees identify their own priorities and charge the Neighbourhood Management Teams with delivering upon those priorities.

  The aim of the service is to create a better and fairer Salford and the Neighbourhood Management Teams play a vital role in relation to: - Tackling Poverty and inequality - Education and Skills - Health and Social Care - Economic Development - Housing - Transport - Crime and Disorder - Social Impact - Environmental Issues - Community Engagement - Devolving budgets to local people to make decisions on how funding is allocated.

Key outcomes

- Improved quality of life for Salford
- Creating a Better and Fairer Salford
- Salford residents will feel welcomed and listened to when making contact with the service.
- Efficient day to day operation of administrative systems that make the service effective.
- Accurate and timely recording of neighbourhood meetings.
- VCSE's feel valued and supported.
- Accurate and timely processing of grants applications to support VCSE's and partner organisations
- Accurate data entered into the Service's databases

What we need from you

- To model and demonstrate our values and behaviours.
- Proven technical skills and ability in the role with a record of accomplishment foe delivering outcomes.
- Professional credibility through proven relevant experience
- Ability to facilitate effective team working.
- Ability to work flexibly including evening work and working across different locations in the city.
- Ability to travel across the city.
- To be able to develop and motivate staff
- The ability to contribute to the provision of a high quality service
- The ability to generate creative solutions to work problems
- To be able to demonstrate a flexible attitude to change
- To be able to demonstrate the ability to take accurate minutes at meetings
- To be able to communicate information effectively
- To be able to display a professional image and credibility
- The ability to promote customer satisfaction
- To be able to demonstrate assertiveness and ability to deal with confrontation
- To be able to respond to a customer focused service delivery
- Ability to work with statistical information
- Ability to work with IT systems eg. Word, Excel and Powerpoint
- Excellent organisational skills
- Experience of a wide range of administrative systems
- Ability to work as part of a team as well as using your own initiative
- An understanding the importance of confidentiality
- Appropriate and relevant qualifications - ECDL/NVQ3

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning
Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development
Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on the Institute of apprenticeships website.

A digital organisation

Developing your digital skills
Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the iDea website.

Sharing your digital skills
Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our vision and priorities

Our vision

The council has a vision is to create **'A fairer, greener and healthier Salford'.** To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, the Great Eight.

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this The Salford Way.

The Great Eight are:

Tackling poverty and inequality.	**Creating vibrant places and spaces.**	**Tackling the climate emergency.**	**Skills and education (A Learning City).**
1	2	3	4
Affordable housing and reducing homelessness.	**Promoting transport and digital connectivity.**	**Creating an economy for all.**	**Tackling health inequalities and providing the best possible care.**
5	6	7	8

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

Our four values are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: