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| **Department** | **Place Development** |
| **Job Title** | Information Support Officer (The Workshop). |
| **Grade** | C |
| **Primary Purpose of Job** | To promote and achieve the Council’s economic and social regeneration objectives. |
| **Reporting To** | Local Economy Manager |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | To provide an information and reception service to clients by:  a) Signposting clients to the most appropriate service.  b) Arranging appointments with relevant officers.  c) Dealing with queries and providing advice regarding other partner organisations  and programmes of support.  d) Assisting with reception duties as required. | |
| **2** | To provide support to The Workshop to deliver a range of Employment Support programmes by :  a) Processing documentation and keeping accurate records.  b) Assisting in the organisation of resources at a range of service delivery locations.  c) Compiling and maintaining records of all programmes and client details in   accordance with internal and external funding requirements.  d) Assisting in the preparation of documentation and records to enable financial   claims to external funding organisations.  e) Supporting the delivery of events, training and information seminars. | |
| **3.** | To make a positive contribution to the work of the team and Place Development Service. | |
| **4** | To undertake other appropriate duties as may be required that are consistent with the level of responsibility of the post | |
|  | **Date Job Description prepared/updated: 6th September 2021**  **Job Description prepared by: Nick White** | |
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| **Department** | | **Place DEVELOPMENT** | |
| **Job Title** | | **INFORMATION SUPPORT OFFICER (The Workshop)** | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | |
| 1. | The ability to provide information on services to customers in a positive, helpful and efficient manner both at reception and on the telephone. | | Application Form / Interview |
| 2. | Have good numeracy and literacy skills | | Application Form |
| 3. | Demonstrable ICT skills in order to input and retrieve information on various computerised systems. | | Application Form / Interview |
| 4. | The ability to organise and maintain office systems. | | Application Form / Interview |
| 5. | Experience of providing information and services to customers both on the telephone and in person | | Application Form / Interview |
| 6. | The ability to facilitate a series of events, workshops and seminars | | Application Form / Interview |
| 7. | Demonstrate good communication skills. | | Interview |
| 8. | Demonstrate the ability to work in a team environment. | | Interview |
| 9. | Awareness of Equal Opportunities and be able to demonstrate this within the work environment. | | Interview |
| 10. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | Interview |

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| **2. Experience/Qualifications/Training etc** | | |
| 1. | Must be willing to undertake appropriate training and development in order to meet the requirements of the post | Interview |
| **3. Work Related Circumstances** | | |
| 1. | The post is 37 hours per week and will be based in Paderborn House, Bolton town centre. | Interview |
| 2. | Will be required to work flexible hours to meet the needs of the Service. This may involve occasional early morning, late evening and weekend working. | Interview |

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| **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. Skills and Knowledge** | | | |
| 1. | Knowledge of Employment, Enterprise & Training Programmes. | | Application Form/Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Post holders working on employment contracts contract will be subject to a standard DBS check | | Application Form/Interview |

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| **Date Person Specification prepared/updated  6th September 2021** |  |
| **Person Specification prepared by** | **Nick White** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





