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| |  | | --- | |  | | **Casual Bureau Administration Worker**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: Casual Bureau Administration Worker  **Service Area: People and Organisational Development**  **Directorate: Corporate and Support Services**  **Team: HR Directorate Services** | Salary Grade: £9.18 (\*£10.29) to £10.14 (\*£11.36) per hour \*including holiday pay enhancement |
| **Post Reports to: Casual Bureau Manager**  **Post Responsible for:** | |
| **Main Purpose of the Job:**  As a casual bureau worker you will support the delivery of services offered by administration services within the Council. (Please see Job Activities Section) | |
| **Summary of responsibilities and key areas:**  With some supervision or direction, provide general, effective work place support to the service where deployed   1. **Problem Solving/Creativity/maintaining standards**  * Perform tasks requiring a good knowledge of routine and work area policies and procedures. * Resolve routine problems in a thorough and timely manner, seeking guidance and instruction as needed. * Work within job-specific deadlines and schedules set by Supervisor. * Requires assessment of situations and use of work place procedures. Some interpretation may be required. * Work as part of a team, understand how the role contributes to the teams priorities and is familiar with the work of the service area. * Use of machinery to undertake moderately complex tasks * As appropriate, create moderate to complex and confidential documents, spread sheets and presentations * Organises diaries and room bookings for meetings  1. **Responsibility and Accountability**  * Responsible for ensuring the support offered is as responsive and as flexible as it can be to customer requests. * Respond to expected enquiries and refer to line manager or supervisor for more complex enquiries  1. **Communication**  * Communicate established processes and procedures to a range of audiences as required. * Communicate detailed information/advice within own work area. * Answer general questions and refer more complex questions and difficult customers to supervisor/line manager.  1. **Decision Making**  * Duties and activities will be guided by specific instructions, standard practices, and established procedures that generally require some interpretation. * Offer suggestions to solve basic problems in immediate work area. * Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures  1. **Knowledge & Skill**  * Good standard of practical knowledge to undertake a range of tasks in the work area. * Keep up to date with issues relating to the work of the team and department * Gather information from a range of different sources, internally and externally to help inform own work. * Safe manual handling and ability to lift where appropriate, keyboard skills and accurate data management * Use of a range of systems to support services * Personal Health and Safety in the workplace | |
| **Job activities:**  Range of activities to be undertaken by this role. It is not a comprehensive list of activities.   * Being the first point of contact for the service, providing a professional, effective and welcoming reception or meet and greet, call handling, electronic/postal/fax mail receipt, tracking, signposting and response. * Promote a welcoming and safe environment ensuring that all visitors are dealt with in accordance with the Building/Centre policies, monitoring and maintaining public display boards, leaflets stock levels and promotional goods. * General business and computer skills, experience and competencies with service specific knowledge and application including signposting to other appropriate services. * Transactional activity including checking referrals and applications, data inputting, financial transactions, stock checking and ordering, eligibility checks and support to complete applications * Create and maintain records with accuracy. * Support the organisation and administration of meetings, take notes at formal meetings and update systems with agreed actions as appropriate * Following processes with direction and support from your supervisor and line manager | |
| **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, standards of attendance, 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. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of working flexibly across teams to support projects and activities. | Desirable |
| Experience of collating data and information. | Desirable |
| Experience of working with customers and providing effective service. | Essential |
| Experience of following procedures, guidance or frameworks. | Essential |
| Ability to working with colleagues to achieve positive outcomes. | Essential |
| Excellent keyboard skills. | Essential |
| Effective organisational skills. | Essential |
| Ability to interpret information. | Essential |
| Effective verbal and written communication skills. | Essential |
| Ability to work accurately to deadlines. | Essential |
| Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above | Essential |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |