

**Job Description**

|  |  |
| --- | --- |
| **Department** | **Department of Place – Services for Schools** |
| **Job Title** | SENIOR ADMINISTRATIVE ASSISTANT – School Meals & Cleaning |
| **Grade** | E |
| **Primary Purpose of Job** | To oversee the finance, administration and support functions of School Meals and Cleaning to ensure statutory requirements are met and an efficient service is provided. |
| **Reporting To** | Services for Schools Manager |
| **Direct Staffing Reports** | Business Analyst and Business Support  |

**Main Duties**

|  |  |
| --- | --- |
| **1** | Management of an administrative team including responsibility for recruitment, development, and performance management. |
| **2** | Responsible for income recovery for over 100 Service Level Agreements (SLA) and contracts, monitoring and verifying the financial information produced by the Business Analyst. Circa £10M income. |
| **3** | Responsible for the administrative functions for the Schools Meals Kitchen Management software (Cypad) and Cleaning Attendance (IQ Timecard) monitoring system.  |
| **4** | Responsible for verifying the additional hours worked by frontline staff for both services, working to specified deadlines. |
| **5** | Support the Services for Schools Manager with the benchmarking and performance information. |
| **6** | To support the Services for Schools Manager in SLA development & contracts management |
| **7** | Procure and receipt the office supplies, uniforms, sourcing items, liaising with suppliers, checking prices, accepting deliveries, processing delivery notes/returns, coding expenditure and handling discrepancies |
| **8** | To support the operations team in recording and updating training records for frontline staff. |
| **9** | To manage and support the marketing and promotion of both services. The development of web, information, and service resources. To ensure information resources are kept up to date and accurate. |
| **10** | To undertake and lead ad hoc project work |
| **11** | To provide support to operational managers, frontline staff, and customers. |
| **12** | To take ownership of resolving enquiries in a positive and professional manner. This could be face-to-face, over the telephone or by electronic means, with the aim of answering the query within a single contact and to the satisfaction of the caller.  |
| **13** | To manage the process/production of a range of standard documentation including flyers, emails, letters, training aids and other written material |
| **14** | To manage process/production of non-standard documentation on an ad hoc basis as directed by the Services for Schools Manager |
| **15** | To participate in developing the use of information technology in consultation with the Services for Schools Management Team to ensure the provision of an efficient and effective service. This may involve testing new systems and sharing knowledge with other team members |
| **Date Job Description prepared/updated:** | **June 2024** |
| **Job Description prepared by:** | **Services for Schools Manager** |

**Person Specification**

|  |  |
| --- | --- |
| **Department** | **Department of Place – Services for schools** |
| **Job Title** | **SENIOR ADMINISTRATIVE ASSISTANT – School Meals & Cleaning** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Able to communicate clearly and confidently with a wide range of customers, both verbally and in writing | Application/Interview |
| 2. | Able to use ICT systems to prepare, print, edit and save documents, maintain files and store information | Application/Test |
| 3. | Able to plan and prioritise work to meet deadlines, whilst retaining flexibility to change work plans to meet new requirements | Interview |
| 4. | Ability to manage the workload of a team members through delegation, monitoring performance and providing development and support | Application/Interview |
| 5. | Able to deal with difficult situations, achieving a positive outcome | Interview |
| 6. | Able to form and maintain effective working relationships with both customers and suppliers | Interview |
| 7. | Supports other team members and contributes to effective team working | Application/Interview |
| 8. | Able to work on own initiative to respond problems and unexpected situations that arise | Interview |
| 9. | Able to respond to and follow up requests for information accurately and within agreed timescales | Application/Test |
| 10. | Ability to investigate issues, identify the root cause of problems and instigate remedial action | Interview |
|  | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of working within an administrative environment | Application |
| 2. | Experience of working with Microsoft applications | Application |
| 3. | Level 4 Business Administration or a minimum of 3 years’ experience in a similar position. | Application/Certificate |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| **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. | An understanding of the political structure within local government | Application |
| 2. | Knowledge of IT infrastructure, hardware and software, in order to set up training rooms and support trainers | Application |
| **2. Experience/Qualifications/Training etc** |
| 1. | Finance qualification desirable | Application |

|  |  |
| --- | --- |
| **Date Person Specification prepared/updated** | **June 2024** |
| **Person Specification prepared by** | **Services for Schools Manager** |

**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**.





