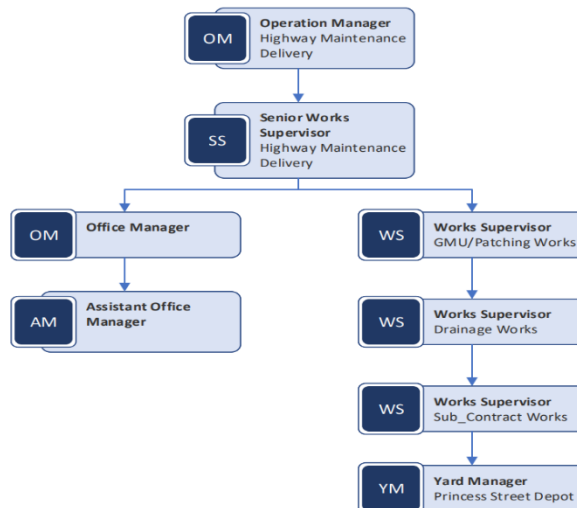


## **ROCHDALE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

|                                          |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SERVICE</b>                           | : | <b>Highways &amp; Property Services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>SECTION</b>                           | : | Highways Operational Delivery Team                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>LOCATION</b>                          | : | Princess Street Depot                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>JOB TITLE</b>                         | : | Assistant Office Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Grade</b>                             | : | Grade 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Accountable to</b>                    | : | Office Manager and Operational Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Accountable for</b>                   | : |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Hours of Duty</b>                     | : | 37 flexible working hours in accordance with the needs of the service                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Any Special Conditions of Service</b> |   | <p>Some evening/weekend/statutory holiday working and attendance at evening meetings may be required which will be compensated for in accordance with local conditions of service.</p> <p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>This post is not Politically Restricted in accordance with the current regulations</p> |

### **ORGANISATIONAL CHART**



### **Purpose and Objectives of the Job**

To assist Office manager and highway operational delivery team in the delivery of all support services, including, financial support; project and technical support and administration, across the in-house highway operational service and any other relevant services. To ensure appropriate levels of operational, technical and customer services are provided at all times.

### **Control of Resources**

To be responsible for the management and monitoring of technical support data within the Service Area.

### **Financial**

To be responsible for monitoring of compliance with procurement and value for money and assisting the office manager with all financial support administration for the highway operational service.

### **Equipment/Materials**

To be responsible for the resource and management including equipment / materials within the service area.

### **Health/Safety/Welfare**

Responsible for the Health, Safety and Welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

### **Training and Development**

**The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.**

**Relationships (Internal and External)**

Internal

All staff in Highways  
Executive Directors  
Service Director  
SMT and other managers  
Elected members  
Trade union representatives

External

Chief Executives and Senior Officers of Partner Agencies  
Representatives of voluntary and community groups  
Members of the public  
Media representatives  
Hire Companies  
Insurance Companies  
Suppliers, contractors and agencies

**Values and Behaviours**

Approach the job at all times using the values set out in the Rochdale Way:

- Proud
- Passionate
- Pioneering

Be aware of and apply the Rochdale Way behaviours at all times.

**Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.
- (iii) Must be able and willing to render regular and efficient service to undertake the duties of the post.
- (iv) Develop and work within a performance management framework.

**Principal Duties**

- To assist and support the office manager with all finance, admin and technical support to ensure compliance and assist with the delivery of the service as required.
- To act as first point of contact for assisting and monitoring health related absence within highways operations.

- Management and monitoring of Highways operational support systems such as HAVS data collection. , to be responsible for the upkeep, maintenance of and quality of data.
- To carry out comprehensive quality checks for Highways procedure and policies to ensure compliance with legislation, quality and accuracy.
- To be conversant with legislation relating to The Health and Safety at work act 1974.
- To assist in the production of data, statistics and reports in relation to the efficient operation of the services within Highways Operations.
- To prepare information and input data returns onto corporate systems including the Highways Operational Report, APSE Performance database, Waste transfer notes and quarterly waste returns and RBC Performance Manager
- To take part in events with community groups and partners, including attendance on Community and township meetings where required.
- To assist with consultation and engagement activities with front line Highways Operational employees relating to service improvements.
- To liaise and attend meetings with internal and external customers, other agencies/external bodies and other local authorities to build and maintain collaborative relationships.
- To collect, monitor and analyse data to inform senior management on compliance in respect of Health & Safety and performance.
- To ensure compliance with the Council's statutory requirements, policies and procedures.
- To collect, monitor and analyse data to inform senior management on performance across the service.

## **SECONDARY DUTIES**

- To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).
- To participate in training programmes as both trainer and trainee as and when required.
- To undertake such duties/responsibilities of an equivalent nature as may be determined by the Head of Service (or nominated representative) from time to time in consultation with his/her Trade Union Representative.

Job Description prepared by Chris Cooper Date                     

Agreed by Postholder \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Chief Officer \_\_\_\_\_ Date \_\_\_\_\_

**Rochdale Borough Council  
Person Specification**

|                  |                      |                      |                                 |
|------------------|----------------------|----------------------|---------------------------------|
| <b>Service :</b> | <b>Highways</b>      | <b>Post:</b>         | <b>Assistant Office Manager</b> |
| <b>Section :</b> | Operational Delivery | <b>Post Number :</b> |                                 |
| <b>Job Ref:</b>  |                      | <b>Grade:</b>        | <b>Grade 5</b>                  |

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

| Criteria                                |                                                                                                                                                                 | Essential (E)<br>or<br>Desirable (D) | How Identified:<br>AF Application Form<br>I Interview<br>A Assessment |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------|
| <b>Filter Questions</b>                 |                                                                                                                                                                 |                                      |                                                                       |
| <b>(a) Qualification and Experience</b> |                                                                                                                                                                 |                                      |                                                                       |
| 1                                       | Experience of IT applications including PowerPoint, Excel spreadsheets and databases, MS Word and Outlook.                                                      | E                                    | AF, I                                                                 |
| 2                                       | To hold or be willing to work towards a recognised qualification in Waste management (WAMITAB)                                                                  | E                                    | I                                                                     |
| 3                                       | To be experienced in the compilation of mapping layers and relevant data systems such as Q GIS, alloy etc.                                                      | E                                    | I                                                                     |
| 4                                       | Experience of managing databases and producing statistics, graphs and charts.                                                                                   | E                                    | AF, I,                                                                |
| 5                                       | Experience of producing clear and accessible management information reports in a variety of formats to a range of audiences                                     | E                                    | AF, I,                                                                |
| 6                                       | Experience of managing a varied resource base to deliver a range of business support services to include all financial processes and activities                 | E                                    | AF, I                                                                 |
| 7                                       | An understanding of auditing and validating methodologies of service procedures and performance information.                                                    | E                                    | AF, I,                                                                |
| <b>(b) Skills and Knowledge</b>         |                                                                                                                                                                 |                                      |                                                                       |
| 1                                       | Knowledge and experience of maintaining and interrogating computerised record systems.                                                                          | E                                    | AF, I,                                                                |
| 2                                       | A sound understanding of the purpose of Health & Safety systems including Safe Systems of Works, Risk Assessments, Guidance documents, Policies and Procedures. | E                                    | I                                                                     |
| 3                                       | High standards of literacy, numeracy, verbal and written communication skills                                                                                   | E                                    | AF, I                                                                 |
| 4                                       | Able to work in a methodical manner and prioritise work in a pressured environment to meet targets                                                              | E                                    | AF, I                                                                 |
| 5                                       | Ability to work as part of a team and on own initiative                                                                                                         | E                                    | AF, I                                                                 |
| 6                                       | A sound Understanding of relevant legislation and processes relating to the confidentiality of information and data protection                                  | E                                    | AF, I,                                                                |

|                                       |                                                                                                                                                               |   |       |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------|
| 7                                     | Ability to communicate confidently and effectively with staff at all levels and with representatives of external organisations- orally and in writing         | E | AF, I |
| 8                                     | Willingness and commitment to ongoing personal development and training                                                                                       | E | AF, I |
| <b>(c) Special Working Conditions</b> |                                                                                                                                                               |   |       |
| 1                                     | Willingness and ability to work flexibly where required which may include outside of normal working hours including weekend on occasion.                      | E | AF, I |
| 2                                     | Please confirm you are willing to adhere to our values: <ul style="list-style-type: none"> <li>• Proud</li> <li>• Passionate</li> <li>• Pioneering</li> </ul> | E | AF, I |