

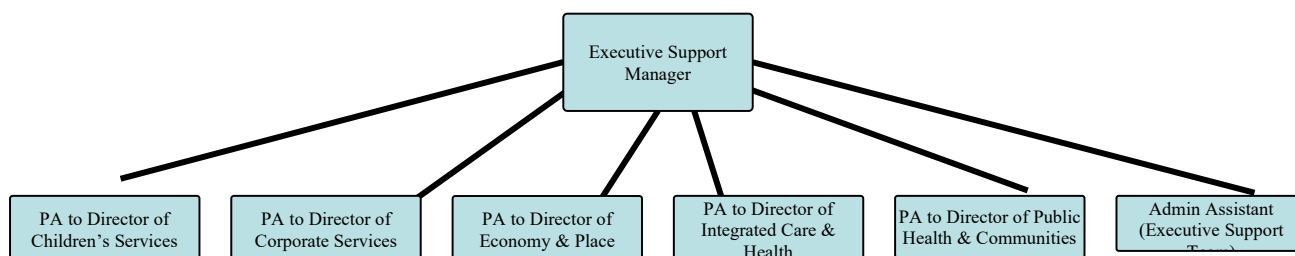
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Corporate Services
SECTION:	Executive Support Team, Communications & Policy
LOCATION:	Number One Riverside
JOB TITLE:	Admin Assistant (Executive Support)
Grade:	3
Accountable to:	Executive Support Manager
Accountable for:	N/A
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	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. In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken English. This post is not Politically Restricted in accordance with the current regulations. External candidates applying for this role must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale (i.e where the household pays council tax to Rochdale Borough Council).

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

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

The role includes providing a range of business support services, including supporting the Executive Support Manager with:

- Leadership Team agendas and collation of reports.
- Managing the Forward Planner for Leadership Team business.
- Diary management for the Chief Executive including scheduling meetings.
- Management of the internal and external Chief Executive inboxes.
- Production of letters and documents for the service.

Control of Resources

Personnel

To be responsible for managing and motivating of self both as an individual and as a member of the service.

Financial

To work in accordance with Financial Regulations and procedures of the Authority.

Equipment/Materials

To ensure effective and appropriate use and security of information systems relevant to the post including software and ICT equipment.

To ensure the efficient and effective use of equipment and consumable goods used in relation to the work of the post holder.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

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)

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.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these behaviours at all times.

Principal Duties

1. To provide effective and responsive admin support to the Executive Support Manager.
2. To ensure that information and advice provided is up to date, accurate and in accessible formats appropriate to client group.
3. Respond to requests for information, using initiative to resolve at point of contact where appropriate and escalating where necessary. To ensure that the information and advice given is proportionate and it assists to promote the individual's wellbeing by increasing their choice and control using escalation processes as appropriate.
4. To communicate effectively and sensitively with a wide range of people.
5. To administer meetings, forums and training sessions, including scheduling, agenda preparation, invites, accurate and timely minute taking and following up / monitoring any actions required. This will include liaising with Health colleagues to set up and service Multi-Disciplinary Team meetings and other events as integration develops.
6. To produce purchase orders and reconcile purchasing card payments as required.
7. To update and maintain any electronic systems with accurate and timely information, ensuring that data is protected and secured in line with relevant legislation and policies.
8. To work to and assist in the identification of potential improvements to administrative processes and procedures.
9. To maintain effective working relationship with colleagues, Members and Stakeholders.

Secondary Duties

- 1 To participate in Council programmes of in-service training.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Executive Support Manager.

Job Description prepared by	_____	Date	_____
Agreed by Post holder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director	_____	Date	_____

**Rochdale Borough Council
Person Specification**

Service:	Corporate Services	Post:	Admin Assistant (Executive Support)
Section:	Executive Support Team	Grade:	3

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.

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Essential criteria		Essential (E) Desirable (D)	How Identified: AF Application Form I Interview A Assessment
a Special Working Conditions			
1	External candidates – please confirm you are a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale (i.e where the household pays council tax to Rochdale Borough Council).	E	AF,I production of evidence at interview
2	Please provide details of your commitment to work flexibly as required.	E	I
b Qualifications and Experience			
3	Please provide evidence of GCSE A-C (or equivalent) in Maths and English Language or demonstrate a high level of competency in these subjects	E	AF/I/A production of certificates at interview (if applicable)
4	Please provide details on your experience of customer service and administrative support	E	AF/I/A
5	Please give details of your experience of working in an evolving/changing environment demonstrating flexibility of approach and a positive attitude	E	I/A
6	Please provide details of your experience of using information technology effectively, including Microsoft Office and customer recording and monitoring systems to a well-developed level	E	AF/I/A
c Skills and Knowledge			
7	Please give details of your effective communication skills, both verbally and in writing	E	AF/I/A
8	Please provide details of how you use your skills to ensure impartiality and confidentiality when dealing with clients	E	AF/I
9	Please provide details of your excellent organisational skills	E	I/A
10	Please give details of your ability to prioritise and work on own initiative and work effectively as a member of a team	E	I/A
11	Please provide details of your methodical approach to problem solving	E	I/A

Essential criteria	Essential (E) Desirable (D)	How Identified: AF Application Form I Interview A Assessment
12 The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post	E	I
d Behaviours and Values		
13 Approach the job at all times using the values set out below: • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach Please confirm you are willing to adhere to these values and behaviours.	E	I