

Administration Officer

Service	Reporting to	Location	Grade
Housing Options	Principal Officer	Salford Civic Centre, Swinton	2B

About the role

- To provide effective and comprehensive high level administration support to Salford Property Link by working as part of a team and contributing to excellent service delivery and achievement of service objectives.
- Produce a variety of information in different formats, including letters, reports, charts, maps and tables, and undertake mail-merges, using branded templates where applicable.
- Update and retrieve information from a range of databases/spreadsheets, manipulate data, including using formulas, and create non-standard reports.
- Enter data into systems and undertake progress chasing to ensure that information relevant to the service is accurate, up-to-date and recorded on systems accordingly.
- Run data reports, and identify, analyse and correct errors as appropriate.
- Monitor staff visits whilst team members are undertaking duties off-site.
- Analyse and validate service specific information, requesting additional details or clarification, or chasing progress on issues or outstanding information, as required.
- Maintain effective and efficient office and information systems, including compliance with external requirements where necessary.
- Support the development and embedding of robust systems, processes and working practices with a solution focused approach and challenge where necessary.
- Investigate and resolve anomalies/discrepancies and propose a course of action to the budget holder using appropriate procedures and processes.
- Analyse statistical and financial information and provide information to others.
- Order goods and services, raise purchase orders, cheques and invoices using the Council's financial management system.
- Balance and reconcile payments, and bank monies, including processing payments, and completing BACS requests in accordance with the Council's financial policies and procedures.
- Develop in-depth knowledge and understanding of the service area to be able to respond to more complex queries.
- Build and maintain excellent working relationships within the team, the services you support, and with colleagues across the council and stakeholders including other agencies and professionals.
- Formulate routine responses and acknowledgements to correspondence and where appropriate take initiative on behalf of the service.
- Proactively support quality assurance and highlight potential improvements to business processes for effective service delivery and to ensure accurate information, advice and guidance to customers

- Answering and effectively resolving simple queries for incoming calls into Salford Property Link, which may require investigation and later responding to enquirers, or require escalation to another team member or section. This could include receiving and recording complaints.
- Flexibly support across service areas in response to business need.
- To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.

Key outcomes

- Effectively liaise with team members and other agencies to ensure best practice within the service.
- Accurately recorded information to be provided to senior managers which will be used to monitor service demands and allow for strategic planning.
- Support the development of robust performance monitoring for the service.
- All contact with clients, other agencies and colleagues to be professional and efficient
- To work in an environment that delivers lean and efficient services whilst delivering high levels of performance.
- To support and keep safe colleagues in their duties when they are working outside of the office by being a reliable point of contact

What we need from you

- To model and demonstrate our values and behaviours.
- Excellent communication skills – verbal and written.
- Ability to work methodically, applying problem solving skills.
- Ability to understand and explain detailed information.
- Ability to work under pressure, prioritising workload, managing multiple demands and a busy workload whilst meeting deadlines.
- Ability to work unsupervised and at times alone, using own initiative.
- Ability to negotiate and mediate appropriate solutions.
- Proficient in use of IT including Microsoft Word, Outlook and Excel.
- Demonstrates a desire to take ownership of own area of work.
- Demonstrate a commitment to making the best use of resources available.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: