



Administration Officer

Service Citywide	Reporting to Business Support Officer	Location Turnpike Depot	Grade 2B
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About the role

- You will provide effective and efficient administration support to the Citywide Management and Area team.
- You will accurately maintain, organise, and action work provided by Citywide Area team.
- You will provide typing, photocopying support, filing as well as any other ad-hoc administrative duties.
- You will be involved in the maintenance and development of systems, processes, and practices to support the work of Citywide Services.
- You will produce reports and statistical information using the appropriate methods of technology within set timescales.
- You will be responsible for organisation and administration of all matters relating to the appointment of new Citywide team members.
- You will assist with job interviews and other meetings with staff, providing note taking as required.
- You will be expected to liaise with our team, customers, members of the public and respond to comments and complaints in a positive, proactive manner.
- You will treat all information in accordance with Salford City Council's policies on confidentiality and Data Protection.
- On occasion, you may be required to assist at Citywide Services units.
- You will be required to complete relevant training, as directed by Citywide Services within the timescales specified.
- On occasion, you will be required to attend meetings / training courses as required.
- Work with full regard to Salford City Council's Values, Equal Opportunities, Health & Safety and Community Strategy policies.

Key outcomes

- Through your drive and passion, you will ensure that the service operates at the highest standard, providing highly responsive care, built on trusting relationships.

- You will support and ensure that systems are put in to place to effectively recruit employees appointed to the service and in line with the Safe Recruitment Policy.
- You will support to develop and maintain excellent working relationships.
- You will be responsible for ensuring documentation, record keeping, accounting and communication is maintained, and effective information strategies and systems are in place to enable appropriate sharing of data and information.
- You will ensure that regular relevant reports and information is shared.
- To undertake such additional duties as are reasonably commensurate with the level of the post.

What we need from you

- To model and demonstrate our values and behaviours.
- You will have a good level of competency in basic computer skills including the use of Word, databases, the internet, and email having regard to the GDPR and associated policies.
- To demonstrate initiative, confidence, and personal responsibility.
- The ability to communicate across all sectors and levels and able to demonstrate integrity and create rapport.
- You will carry out your duties to the highest standard, with full regard to the City Council and Service's policies, procedures, protocols, and Code of Conduct.

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

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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](#) 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 vision and priorities

Our vision

The council has a vision is to create '**A fairer, greener and healthier Salford**'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).









Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

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The Great Eight are:

Tackling poverty and inequality.  1	Creating vibrant places and spaces.  2	Tackling the climate emergency.  3	Skills and education (A Learning City).  4
Affordable housing and reducing homelessness.  5	Promoting transport and digital connectivity.  6	Creating an economy for all.  7	Tackling health inequalities and providing the best possible care.  8

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.

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Role details

Completed by: Lucy Clarke, Service Manager, Citywide Services

Date: 31/07/2023

Job code:

Job score:

Date of evaluation:

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