

Administration Assistant

Closing date: 21 May 2018
Interview date: 1 June 2018



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Applying For This Vacancy

Please read the information in this document before you complete your application form.

You will need to make clear in your application form:

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<http://www.bracknell-forest.gov.uk/tipsforonlinejobapplications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

Any problems?

If you have any queries about your application, please contact the recruitment team at job.enquiries@bracknell-forest.gov.uk

If you experience any technical issues with your application, please contact the Jobsgopublic support team at support@jobsgopublic.com or call 0207 427 8250

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



Dear Applicant

Thank you for your interest in this post.

The post is based in Time Square, Market Street supporting the work of the Children's Social Care branch, part of the Children, Young People & Learning Directorate. The branch is responsible for assessing and providing the help and support needed for children and their families, including Child Protection and Looked After Children.

Your role as part of the administration team is to support the social work teams within the office. The admin team is the first point of contact for anyone making a telephone call to the office. The call volume is often high requiring staff to quickly switch tasks and re-prioritise their workload. Calls can be distressing and of a very sensitive nature requiring complete confidentiality. Admin staff record details from callers to determine the most appropriate team or member of staff to deal with the call.

You will provide admin support to one of the social work teams covering a wide range of tasks including workflow analysis and monitoring, arranging meetings, minute taking, database recording and typing. All require attention to detail and the ability to prioritise workloads to ensure the best possible service is provided to the social work teams and their clients.

The branch uses the Core Logic Framework database to record and retrieve information. Admin staff use the system on a daily basis. While it is unlikely you will be familiar with this system it is essential you have good computer skills ideally with experience of similar systems. Of course training will be given on this system and a variety of training sessions are available to improve administrative and IT skills. The team also uses Word, Excel and Groupwise extensively.

Team members require excellent communication skills. They need to be team players able to work flexibly to support colleagues and teams across the service when the need arises.

This is a busy role but one that has a real impact on the lives of young people in Bracknell.

Job Description

Authority: Bracknell Forest Council	Department/Division: Children, Young People & Learning/Children's Social Care
Post Reference No:	Location: Time Square
Job Title: Administrative Assistant	Grade/Salary Range: BG-I SCP 17 – SCP 23

JOB PURPOSE:

To work as a member of the team providing comprehensive administrative and secretarial support to the Children's Social Work Team.

DESIGNATION OF POST & POSITION WITHIN DEPARTMENTAL STRUCTURE

This position is part of the Admin Team who give admin support to the Children's Social Care Social Workers/Care Managers and will report directly to the Administrative Services Manager.

Children's Social Care Chief Officer

Administrative Services Manager

Administrative Assistant

MAIN DUTIES AND RESPONSIBILITIES

1. To provide a consistent and reliable high quality administrative service to the branch as an effective member of the administrative team, providing cover and support for other admin staff as required, and carrying out administrative duties including: photocopying; processing incoming and outgoing mail; collating, preparing and distributing paperwork for meetings and review; maintaining leave/sickness records; and other clerical tasks.
2. To help develop and maintain a variety of record and financial systems, both manual (e.g. DBS checks) and computerised (e.g. inputting and updating information on the Frameworki system).
3. To provide a typing and word processing service including audio, covering a full range of typing and layouts, some of which may be of a highly confidential nature.
4. To support the operational teams by undertaking a variety of tasks which may include making arrangements for conferences, meetings, panels, and appointments, taking minutes, dealing with routine correspondence and enquiries, dealing with team members post.
5. To assist in the collection, processing and presentation of data required for management information, and performance statistics/information required for Central Government and the Children's Social Care section.
6. To provide telephone cover and a message service, as appropriate, in an efficient and courteous manner.
7. To undertake available training opportunities and show a commitment to continuous development – maximising potential and ensuring an efficient and improving delivery of services.
8. To maintain supplies of office stationery and equipment, placing orders and processing invoices.
9. To ensure adherence to Health and Safety regulations.
10. To apply consistently the principles of Equal Opportunities and exercise the duties of the Data Protection Act, as embodied in the Department's/Council's policies and practices throughout the duties outlined above.

11. To undertake such additional duties as may be allocated from time to time, compatible with the post holders' qualifications and/or experience.

It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

SCOPE OF JOB (Budgetary/Resource control, Impact)

No specific budgetary responsibility but post holder is responsible for issuing food vouchers and travel warrants to staff, foster-care payments, invoicing, requisitioning, dealing with staff expense claims documentation, and booking taxis etc.

Person Specification

JOB TITLE: Administrative Assistant	Department/Division: Children, Young People & Learning/Children's Social Care
AUTHORITY: Bracknell Forest Council	Post Reference No

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications & Training	<p>Educated to GCSE or equivalent standard</p> <p>Competent user of information technology</p>	<p>NVQ2/3 in Administration</p> <p>Typing/Word Processing Qualifications</p> <p>European Computer Driving Licence (ECDL)</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Previous office experience</p> <p>A good knowledge of Microsoft applications – Word, Excel and Power Point and databases.</p> <p>Able to take notes</p> <p>Able to prioritise work load</p> <p>Accurate typing skills</p> <p>Good use of English and Grammar</p> <p>Attention to detail</p> <p>Minute taking</p>	<p>Knowledge of Frameworki or similar databases</p> <p>Knowledge of SMART Open or similar electronic filing systems</p>
Work-related Personal Requirements	<p>Good clear telephone manner</p> <p>Good communication skills</p> <p>Organised</p> <p>Flexible</p> <p>Able to deal with confidential information</p> <p>Able to work well within a team environment or independently.</p>	

About the Department

The following link takes you to more information about our Department

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

Work Style / Parking

Your work style is "Home-Flex". This is also a primarily deskbound role but it could equally be done for part of the week from home.

For a 5:3 desk ratio this amounts to 40% of time away from a desk in the office – this may be working at home or another location or attending meetings or other activities away from a desk.

The extent, timing and location of remote working will be by agreement with your manager and local working practices. Further details of the workstyles can be found in the Council's Flexible Working Policy.

There is very restricted parking at our town centre offices (Easthampstead House and Time Square). We are occasionally able to acquire additional car parking at other public town centre car parks. If you would like a car parking space we will place you on a waiting list when you start your employment with us. Please note there will be a charge for parking which will then depend on your salary and working hours. To find out more information about parking charges at Bracknell Forest Council visit <http://www.bracknell-forest.gov.uk/scale-of-car-parking-charges-in-town-centre-locations.pdf>

You can find out more about Town Centre car parks in Bracknell at <http://www.bracknell-forest.gov.uk/multistoreycarparks>

Alternatively, the bus and train stations are nearby.

Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.
We are **Adaptable** - we embrace change, and we are flexible.
We are **Resilient** - we bounce back from setbacks and we find a way to carry on.
We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a **permanent** appointment subject to **1** month's notice on either side.

Offers of appointment are subject to satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

Salary

The salary will be within the local Bracknell Grade **I** . The grade range is **£18,672 - £21,693** (**pro rata**); the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £597 per annum

Car Allowance

This post carries a Casual Car User Allowance. Business miles are claimed at 45p per mile for the first 8,500 miles and 25p per mile thereafter.

Working Hours

Your normal working week is ******* hours per week. (**express pattern of work ie, which will include working weekends, evening, Bank Holidays, etc.. take from advert or recruitment agreement**).

OR (for those in flex scheme)

Although your normal working week will be 26 hours, we understand the importance of a healthy work and lifestyle balance for our staff. Our flexible working scheme will give you some flexibility in your working day.

Whether you have an appointment, are waiting for a delivery at home or wanting to go to your son or daughter's sports day – there are always occasions that arise that you don't want to miss and just wish you could come into work late/ early. Using the flexitime system, you can take time off without using your annual leave.

Naturally we always need to maintain adequate cover – so you'll need to check the situation with your manager.

Holidays

The annual holiday entitlement is 23 (pro rata for part time) days plus bank holidays.

Annual holiday entitlement increases with length of service (4 (pro rata for part time) extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

More About Applying

References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or adults at risk employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc

Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/applying-job/recruitment-process>