

Community Services Administrator

Department	Communities
Pay Grade	G3
Responsible to	Community Services Manager

Role Purpose

To work across the Communities team to carry out a variety of tasks and activities, providing general administrative support to team members and managers across the work of community development and community safety.

Role Specific Responsibilities / Accountabilities

- To monitor the team inboxes and be the first point of contact for enquires and requests for information, via phone, email and in person.
- To assist teams in responding to enquiries in a timely and professional manner.
- To process purchase order requests and invoices.
- Administration in arranging meetings including booking of meeting rooms and venues, sending out invites and agendas and minute taking.
- To assist in the organisation and running of forums, events and training including managing bookings, booking venues, assist on set up and pack down and supporting officers on facilitation on the day.
- To update the community, community safety and voluntary sector support pages on HDC's website.
- To work with the communications team in the production of new or repeat publicity and obtaining quotes for print jobs.
- To support the team in any communications to partners and the wider public through e-bulletins and social media posts.
- To assist team members in managing, maintaining and updating databases.
- To work as part of an effective team within Communities responding to corporate challenges as required.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Educated to GCSE level or equivalent, including English and Maths
- Experience of working in partnership with public and/or voluntary sector organisations
- Ability to communicate confidently and accurately with good customer service skills
- Excellent organisational and time management skills with a proven ability to work to tight deadlines
- Ability to work in a busy environment where flexibility and teamwork are important
- Good written and verbal communication skills
- Ability to be discreet and maintain confidentiality
- Proficiency in computer programs including Microsoft Office (Outlook, Word and Excel)
- Ability to work as part of a team and on own initiative
- Ability to take messages and record information accurately

Desirable Criteria

- Previous work experience in community development, community safety or with the voluntary sector
- Data entry skills and knowledge of databases and spreadsheets

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.

- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly