

Job Description

Cyngor Bwrdeisdref Sirol

Blaenau Gwent

County Borough Council



Resources Division

Post Title	Administrative Assistant - Universal Support		
Post Number	TBC	Grade	Scale 2 £13,725 - £15,189
Base	Civic Centre	Hours	37 per week
Car User Allowance	Casual	Disclosure	N/A
Contact	Service Manager Benefits 01495 355189	Updated	August 2014

Principal Job Purpose

Responsible to: Service Manager Benefits/ Universal Support Project Manager

Responsible for: The Universal Support – Delivered Locally project is to provide support to a group of customers in receipt of Housing Benefit and other welfare benefits, to identify barriers, in order to support them in preparation for the introduction of Universal Credit.

The Administrative Assistant will be responsible for providing administrative support to the Project Manager and Engagement Officer throughout the duration of the project.

Principal Accountabilities

1. Liaising with IT to identify individuals to target for universal support assistance.
2. Issuing letters and answering phone calls from participants of the project .
3. Keeping up to date phone sheets with details of calls received to pass on to the Engagement Officer and Project Manager.
4. Entering data onto the Northgate and Civica applications and producing reports.
5. Setting up the referral process for support agencies.

6. Referring cases to support agencies.
7. Scanning and indexing individual Learning Plans onto the Civica EDM system.
8. Updating manual spreadsheets with the number of people seen on a daily basis and outcomes of interviews.
9. Collating information and statistics for the Engagement Officer.
10. Providing monitoring information for the Project Manager on a monthly basis.
11. Accessing the DWP CIS system to review individuals circumstances.
12. Recording hard and soft outcomes from partners on a monthly basis and collating these outcomes for the evaluation exercise.
13. Involvement in the development of an effective engagement strategy with the Project Manager and Engagement Officer.
14. Participation in the development of an effective communication strategy with the Project Manager and Engagement Officer.
15. Updating the action plan for the project.
16. Assisting the Engagement Officer to engage with customers.
17. Assisting the Project Manager in developing presentations, briefing notes, guidance for staff, partners etc.
18. Providing the Engagement Officer with case studies, examples of good practice that can be highlighted to Senior Officers on the success of the project.
19. Updating the corporate website.
20. Ensuring the Councils Corporate policies are adhered to and strategic challenges met.
21. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
22. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
5 GCSE or O' Levels at grade C or above to include English and Maths or equivalent educational attainments.	Essential	✓			
Other experience					
Experience of working in a Housing Benefits/Revenues environment	Desirable	✓	✓		✓
Experience of working in a customer services environment	Desirable	✓	✓		✓
Experience of dealing with difficult situations utilising organisational skills, diplomacy skills, discretion, and persuasive skills when interviewing others.	Desirable	✓	✓		✓
Knowledge/Skills					
The ability to remain calm in volatile situations demonstrating tactfulness, discretion and confidentiality at all times.	Essential	✓	✓		✓
The ability to deal sympathetically, firmly and with diplomacy with members of staff and members of the public.	Essential	✓			✓
The ability to work as part of a team to meet variable deadlines	Essential	✓	✓		✓
Working knowledge and experience of IT systems including excel & powerpoint.	Essential	✓	✓		✓
Knowledge of Housing Benefit and other DWP benefits	Desirable	✓	✓		✓
2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives				✓
	Is focused on continually improving performance of self and team	✓ Essential			✓
	Is positive about improving the service and identifies potential benefits for the citizen		✓ Essential		✓
	Consults team and others, inside and outside the organisation, for improvement ideas				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication	✓ Essential			✓
	Communicates positively and respectfully		✓ Essential		✓
	Checks others' understanding				✓
	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service		✓ Essential		✓
	Explains decisions appropriately				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together		✓ Essential		✓
	Promotes and contributes to partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally	✓ Essential	✓ Essential		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service		✓ Essential		✓
	Ensures team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery		✓ Essential		✓
	Is positive about the organisation and the community it serves				✓

