

**Job Description****Environment and Regeneration****Regeneration Services**

<b>Post Title</b>	<b>Assistant Townscape Heritage Initiative (THI) Project Support Officer (Fixed Term, initially until 31/12/15, possible extension to 31/12/2019)</b>		
<b>Post Number</b>	<b>BG</b>	<b>Grade</b>	<b>Scale 3</b>
<b>Base</b>	<b>Business Resource Centre, Tafarnaubach</b>	<b>Hours of Work</b>	<b>37 Hours</b>
<b>Car User Allowance</b>	<b>Approved Casual</b>	<b>Disclosure</b>	<b>None</b>
<b>Contact</b>	<b>Team Manager – Regeneration Projects</b>	<b>Updated</b>	<b>November 2014</b>

**Principal Job Purpose**

Responsible to: THI Project Officer

Responsible for: Assisting the THI Projects Officer on delivery of the Tredegar Townscape Heritage Initiative (THI) Programme including:

Providing a full range of administration and effective day-to-day development support services for the implementation of the THI work programme.

**Principal Accountabilities**

1. Responsible for assisting the Tredegar THI Project Officer by carrying out administration activities associated with the delivery of the Tredegar THI work programme, by providing efficient and effective project support service.
2. Responsible for compiling, updating and developing a range of databases.
3. Responsible for designing, updating and maintaining websites as required/directed by the Tredegar THI Project Officer.

4. To support the team in the effective promotion of the work being undertaken, including co-ordination, updating and distribution of information and promotional material e.g. notice boards, newsletters, websites etc.
5. Responsible for ensuring that filing and other record systems are maintained and updated as required.
6. To assist the team in the arrangements of meetings, presentations, consultation days and events as required.
7. To deal professionally with any enquiries received and action as appropriate.
8. Expected to work under pressure and have the ability to use own initiative together with the ability of working to tight deadlines.
9. To comply with the relevant sections of the Authority's Policy Statement of Health, Safety and Welfare at Work.
10. To adhere to the principles of the Corporate Equalities Policy and ensure commitment to anti-discriminatory practices.

The Following requirements are expected of all employees:

- To participate in the Council's Quality Initiatives.
- To use the Council's Computer in respect of the duties of the post and to have regard to the Data Protection Act
- To be aware of and implement the Council's Equal Opportunities Policy.
- To be aware of and implement the Council's procedures relating to Health and Safety
- To attend in service training courses as required
- To work flexibly within the team.
- At all times to carry out their duties and responsibilities to comply with Council policies and procedures.

# Person Specification – Non Managerial

## 1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
A good standard of general education – minimum of 3 GCSEs at grades A –C (to include English), or equivalent.	E	✓			
NVQ Level 2 Business Administration or Diploma in Information Technology or equivalent.	E	✓			
<b>Other experience</b>					
Proven experience of working within an administration role.	E	✓	✓		
Experience of using electronic filing/database systems.	E	✓			
<b>Knowledge/Skills</b>					
Thorough knowledge of the various administration functions within a busy office environment particularly the use of Microsoft Office (word processing, excel, spreadsheets, databases).	E	✓			
The ability to function in a demanding and stressful environment that is constantly changing.	E				✓
Flexible and adaptable to meet the needs of the division.	E				✓
Ability to work on own initiative and to tight deadlines	E		✓		✓
Confident and diplomatic with excellent organisational, communication and interpersonal skills.	E		✓		
Willingness to undertake training and personal development	E	✓	✓		
An understanding and knowledge of the workings of the local authority.	D				✓
Interest in and knowledge of the local community.	D	✓	✓		

## 2. Special Requirements

Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Full Clean Driving License	E	✓			

### 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.

		<b>Assessment Method</b>			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance		✓		✓
	Involves line manager/colleagues in setting and meeting targets		✓		✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible		✓		✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

		<b>Assessment Method</b>			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results	✓	✓		✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge		✓		✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service	✓			✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed	✓	✓		✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others	✓			✓
	Communicates professionally by using formal channels appropriate to the situation				✓