

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Team Support Assistant
Salary:	£25,992 pa rising to £28,163 pa
Grade:	6
Hours:	37
Team:	Family Solutions Plus North
Service Area:	CEF Administration
Primary Location:	<p>Bicester Children and Family Centre</p> <p><i>Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based.</i></p>
Budget responsibility:	No
Responsible to:	Business Support Team Leader
Responsible for:	Limited or no direct responsibility for supervision, direction or co-ordination of other employees (e.g. demonstration of duties) as allocated
Political Restricted Post:	No

Job Purpose

This is a brief overview of the key objectives of the job including the context within the team/department. Enable the directorate to deliver integrated, customer focused services which improves outcomes for children, young people and families by:

- Working co-operatively, as part of a team to provide efficient and effective business administrative support to directorate teams who may not work from one office;
- Proactively liaising with colleagues to provide constant and consistent services, streamline practices, provide cross-service cover and help prevent excessive workload peaks.
- Develop knowledge, skills and expertise in at least one designated service area(s) which will be the main focus of your service delivery

This post holder is responsible for ensuring that all County Safeguarding and Child/ Vulnerable Adult Protection policies are adhered to and concerns are raised in accordance with these policies

Job Responsibilities

This is a list of the main duties or tasks that the post holder will be expected to undertake.

Office and team support

- Act as a first point of contact for the service, which can include but not be limited to general enquiries and reception; answer enquiries including some of a complex nature; redirect more complex enquiries appropriately
- Process and respond promptly to incoming communications (post, telephone, email, face to face), accurate message taking, copying and distributing information as necessary
- Produce a range of documents including letters/emails and presentations to a good standard by the required deadlines
- Collect, process and input data into the County Council's information management/ filing systems and databases (e.g. Liquid Logic, One, ContrOCC, SAP, Child View) ensuring accuracy, confidentiality and security of data and compliance with statutory requirements.
- Co-ordinate diary management to ensure information is always accurate and up to date.
- Organise and minute meetings for individuals or groups ensuring that appointments are realistically planned regarding timing and venue; venue, catering and resources are booked appropriately; and preparing materials to support the event
- Maintain record-keeping systems for recording and monitoring service processes and provide regular summary reports to Operational Staff and Managers to ensure that relevant updates and reviews take place in a timely fashion
- Develop and maintain up to date information about the service including on the intranet, internet, stationery and internal and external publications
- Undertake general clerical and administrative tasks to support the service as required (e.g. post processes, photocopying, scanning, receiving goods and services procured)

Financial support

- Process financial tasks within the team including invoicing/recharging, e-procurement and receipting of goods
- Administer grants, payments and transactions
- Research/investigate and provide budgetary and statistical information using available systems

Teamwork: Be an effective team member by

- Supporting the recruitment, induction, supervision and learning of others as required
- Providing cover for colleagues during periods of annual leave and absence from the office
- Applying your knowledge and feedback from others to contribute to service improvement
- Attending and participating in meetings as required to support the needs of the service including taking a lead role as 'champion' for a service process, system or development area
- Undertaking such other duties as may reasonably be required of you commensurate with your grade and as required to support the business including maintaining business continuity and during civil emergencies.

General accountabilities

- Comply with individual responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a health and safe working environment
- Maintain a secure, accessible and fit for purpose work area

- Ensure that all duties and services are provided in accordance with the County Councils standards, policies and procedures

Role specific

- Understand the core business of the office/directorate and contribute to its development
- Develop the necessary skills and knowledge to be flexible in support of the development of the Directorate and the wider organisation

The nature of this post will require flexibility to meet urgent work needs as they arise. This may entail some work outside normal office hours. The job description therefore is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the Service and in keeping with the general profile of the post.

For all staff - You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
 - Cooperate on all issues involving health and safety
 - Use work items provided for you correctly, in accordance with training and instructions
 - Do not interfere with or misuse anything provided for your health, safety or welfare
 - Report any health and safety concerns to your line manager as soon as practicable
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- Oxfordshire County Council is re-organising office accommodation across the county, and the location of this post may change. The successful applicant for this position will be kept informed by his/her line manager of any proposed change in location

Any other duties as may be deemed necessary to carry out the full remit of the role.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
Educational achievements, Qualifications, Training and Knowledge: English Language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability	A, D
Experience: <ul style="list-style-type: none"> • A minimum of one year administrative experience • Front line service (visitor/telephone) experience • Experience and regular use of Microsoft Office applications, including Word, Excel, Outlook and PowerPoint, to at least an Intermediate level and information research and collation using the internet/web based systems • Experience of inputting and retrieving data from ICT based record systems with the ability to implement solutions and use initiative Proven ability to work effectively to deadlines	A, I
Job related aptitude and skills: <ul style="list-style-type: none"> • Ability to communicate effectively by telephone, in writing, by e-mail and in person • Methodical and organised approach to tasks, with an eye for detail • Ability to work calmly under pressure prioritising competing demands effectively • Initiative, flexibility and ability to handle change Ability to attend work regularly and on time	A, I
Personal qualities: <ul style="list-style-type: none"> • Commitment to providing good customer service with a drive for continuous improvement • Ability to work alone, as well as working co-operatively as a team member • Able to deal with work of a confidential and sometimes distressing nature Commitment to continuous personal development	A, I
Essential: Satisfactory Standard Disclosure and Barring Service check	D
Equal Opportunities: Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.	A, I

Desirable Criteria	Assessed By:
Educational achievements, Qualifications, Training and Knowledge: ECDL or equivalent training in relevant software packages	A, D
Experience: <ul style="list-style-type: none"> • Use of Microsoft Publisher and PowerPoint • Experience of processing financial claims/transactions Experience of using consultative processes to improve procedures and service	A, I
Job related aptitude and skills: Ability to produce accurate summaries of meetings, events and conversations	A, I
Personal qualities: Interest in services provided by or for Oxfordshire County Council and willingness to learn about new initiatives	A, I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input checked="" type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		