**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

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| Job Title: | Team Support Assistant |
| Salary: | £25,992 - £28,163 pa |
| Grade: | 6 |
| Hours: | *37 per week. We are open to discussions about flexible working*. |
| Team: | Safeguarding Adults Team |
| Service Area: | Adult Social Care |
| Primary Location: | *County Hall, Oxford OX1 1ND.* *Below is an example holding statement but remove if role does not permit agile working**Office and Home based.**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.  Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process* |
| Budget responsibility: | None |
| Responsible to: | Safeguarding Adults Team Manager |
| 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: | None |

## Job Purpose

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| *A brief overview of the key objectives of the job:*This role will provide administrative support to the Safeguarding Adults Team, enabling the best possible support to be provided to both internal and external customers. |

## Job Responsibilities

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| *This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake*.* Working co-operatively, as part of a team to provide efficient and effective secretarial and administrative support to directorate teams who may not work from one office;
* Actively 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.

**Office and team support*** Act as first point of contact in the administration office. Respond to queries from internal and external customers. This could involve using the internet/intranet as well as internal systems
* Process and respond promptly to incoming communications (post, telephone, fax, 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 deadline
* Use electronic and manual filing systems with due regard to security and confidentiality
* Organise meetings for individuals or groups ensuring that appointments are realistically planned about 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 meaningful updates and reviews take place in a timely fashion
* Undertake general clerical and administrative tasks to support the service as required (e.g. photocopying, scanning)
* Meet and support visitors to the service

**Financial support*** Process financial tasks within the team including e-procurement, receipting of goods
* Research/investigate and provide budgetary and statistical information using available systems

**Leadership and Collaboration*** Any other duties as may be deemed necessary to carry out the full remit of the role.
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# 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.

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| Essential Criteria | Assessed By: |
| English language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability | A&D |
| A level of administrative experience or knowledge of admin tasks | A & I |
| Front line/customer service (visitor/telephone) experience with the ability toconverse at ease with members of the public and provide advice in accurate spoken English. | A&I |
| Experience and regular use of Microsoft Office applications and information research on the Internet, including Word, Excel, Outlook and PowerPoint,to at least an Intermediate level. | A&T |
| Experience of inputting and retrieving data and statistics from ICT based record systems with the ability to implement solutions and use initiative. | A&I |
| Ability to work alone, as well as working co-operatively in a team. | A&I |
| An honest individual who is passionate about providing support for people | A&I |
| Flexible attitude and able to handle change effectively. | A&I |
| Desirable Criteria | Assessed By: |
| Experience of processing financial claims/transactions | A&I |
| Ability to produce accurate written summaries e.g. of Conversations/messages. | A&I |
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# 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](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

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

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| --- | --- | --- | --- |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [x]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | 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).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | 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) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [ ]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [ ]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [ ]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):  |

April 2022