

JOB DESCRIPTION & PERSON SPECIFICATION

Organisation: GLCCA

Job Ref Number:

Service Area: Strategy and Operations

Grade: G4

Job Title: Corporate Support Officer

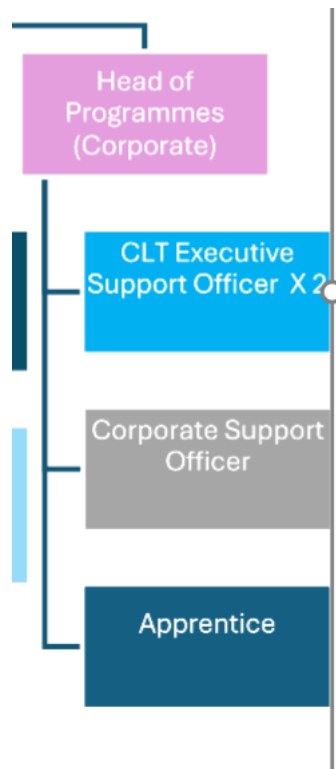
PURPOSE OF JOB:

You'll be working in a busy and exciting team, supporting the wider team who are engaging with our stakeholders and partners across the public and private sector, including our 1.1 million residents, 39,000 businesses, and 32.2m visitors. You'll be instrumental in helping to ensure that the services and impact we have across the authority are to a high standard.

The role will be required to:

- Support the delivery of excellent customer service as part of a cross-functional and multi-skilled team,
- Ensuring work is completed within agreed standards and timescales, decision making without the need for approval or escalation.

TEAM STRUCTURE:



MAIN DUTIES:	
1	To provide a high level of support across a variety of administrative and clerical functions, including but not limited to meeting support, data entry, general office support and completion of defined service tasks. Tasks can include: • Compilation of performance information • Data entry • Managing A1 tools • Arranging training/meetings and supporting facilitation of these • Mail services • Supporting compliance checks • Production of management information for customers • Typing services, filing, photocopying and telephone cover Reception duties (future)
2	Undertake complex and confidential tasks which require either issuing on behalf of and/or decision making without escalation to include: • Support to the wider GLCCA Team • Dedicated recruitment tasks • Requisitioning for multiple services areas • Updating employee records. Maintaining contact lists and distribution groups
3	Where necessary owing to the remoteness or flexibility of the service, be a Procurement Card holder.
4	Perform monitoring and maintenance tasks of all information systems, including, but not limited to, corporate systems and Directorate/Service bespoke systems. Provide reports through the use of technology and systems.
5	To provide flexible cover and support to other teams where business needs occurs.
6	To operate and update various GLCCA computer systems accurately and within defined areas of responsibility, sometimes without oversight from Senior Management, complying with all GLCCA policies and within set timescales.
7	To support GLCCA's Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data.
8	To provide a high-quality customer service to both internal and external customers, resolving, where possible, expressions of dissatisfaction or complaints, and promote fairness and transparency at all times.
9	To ensure the smooth running of the team office through provision of generic administrative support tasks such as filing, photocopying and typing.
10	To undertake complex purchasing/financial support activity in accordance with relevant financial regulations to include being a primary requisitioner and undertaking complex requisitioning for multiple areas. To issue and make decisions within this financial support activity on behalf of Service and/or Senior Management.
11	To take personal responsibility for completing allocated areas of work as part of individual and team objectives and identify any improvements to operational processes, making best use of GLCCA resources.
12	Remain up to date with all training requirements of the role including but not limited to Information Governance and Safeguarding and ensure that these are implemented on a daily basis.
13	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

Person Specification

Requirements	Where identified*	Essential	Desirable	Core Competency
At least 5 GCSE passes at Grade C or above or equivalent	A	☐		Personal Responsibility
Apprenticeship or NVQ Level 3 Business Administration or equivalent (achievement of 80% of units and off the job training if in progress)	A	☐		Personal Responsibility
Experience of MS Office: Word, Excel as a minimum	A	☐		Technical Skills
Understanding of how to provide excellent customer Service	I / T	☐		Customer Service
Experience in dealing with the public	A / I	☐		Customer Service
Is thorough and pays attention to detail	A / T	☐		Personal Responsibility
Demonstrating problem solving capabilities.	A / I	☐		Problem Solving
Working on own initiative	I / T	☐		Initiative, Creativity & Innovation
Good written and verbal skills	A / I	☐		Communication
Committed to self-development	A / I	☐		Personal Responsibility
Flexibility and a responsible approach to work	I / T	☐		Flexibility
Experience of adapting rapidly to changing situations and priorities and is able to cope with unclear situations	I / T	☐		Time and Workload Management
Experience of Data entry	A / I		☐	Advanced Technical Support
Experience in Minute Taking	A / I	☐		Minute Taking

Willingness to learn and progress and undertake minute taking	I	☐		Minute Taking
Seeks common ground with others and own team	I / T	☐		Team Working
An awareness of Health and Safety within the workplace	A / I		☐	Health and Safety Awareness
Awareness of Data Protection within the workplace	A / I	☐		Data Protection and Information Governance
Ability to respond quickly and positively to changing priorities	A / I	☐		Decision Making
Ability to provide practical support to colleagues	I		☐	Developing Others
Awareness and adherence of Financial Regulations	I	☐		Financial Support
Understand the impact of personal behaviour and decisions on others	I	☐		Influencing Skills
*A = Application form T = Test/Assessment I = Interview P = Presentation				

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness. The postholder is expected to work to GLCCA policies.

Other Duties: The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

This post is not designated as a politically restricted post in accordance with the requirements of the Local Government and Housing Act 1989 (as amended) and by regulations made from time to time by the Secretary of State. The role will be based full-time in Greater Lincolnshire.