

## JOB DESCRIPTION and PERSON SPECIFICATION

<b>Post Title:</b>	Team Assistant
<b>Service Area:</b>	Environmental Services
<b>Reports to:</b>	Service Manager
<b>Scale:</b>	Scale 2

### Overall Purpose of Job

- To be the key admin assistant playing a vital part in the operations of the Environmental Services Team.
- To work closely with and assist the other members of the Environmental Services Team to ensure that all aspects of the service are constantly kept under review and improved and that the department is able to respond to events and workloads using a customer focussed approach.
- To assist the Council in achieving its aim to be Carbon Neutral by 2030.

<b>Key Roles, Tasks and Responsibilities</b>	
1	To provide a range of administrative support services to the Environmental Services Team undertaking all tasks allocated by the Service Manager
2	To answer phone calls and email enquiries to the Environmental Services Team and keep information up to date on the Council databases.
3	To provide written and verbal advice to customers.
4	To review, update and develop information on the Councils website ensuring all information is up to date, to include articles for Climate Change newsletters and other communication channels.
5	To update the Air Quality and Carbon Neutral Action Plan trackers and make sure that all partners are updated with progress on the plans.
6	To organise and book meetings for team members and to take minutes/notes at these meetings, including organising and taking notes at the Green Champions Meetings.
7	To undertake research in relation to the Green Agenda and the Councils aim to become carbon neutral by 2030.
8	To raise purchase orders and manage payments related to service functions.
9	To assist all other sections within the Council in the provision of information and advice on Environmental Services matters such as providing information for Freedom of Information Act requests.
10	To write update articles for members and local communities on work taking place within the team.
11	Attendance at designated training sessions as necessary, which may be out of normal working hours and/or at other establishments as may be required.
12	Any other duties as may be required by the Service Manager

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<b>Post Characteristics</b>	
Essential qualifications	<ul style="list-style-type: none"><li>• Excellent customer care skills</li><li>• Excellent IT skills</li></ul>
Allowances	None
On call/emergency situations	No
Politically restricted posts	No
Checks (DBS/Baseline security check)	No

<b>Health and Safety Responsibilities -</b>	
	<ol style="list-style-type: none"><li>1. To be familiar with and at all times comply with corporate and local health and safety policies and procedures as amended or added to from time to time.</li><li>2. To report any unsafe practice, accident, incident, dangerous occurrence, or hazard found during the course of your work to your line manager for action.</li><li>3. To take reasonable care for the health and safety of yourself and others. To not intentionally or recklessly interfered with or misuse anything that has been provided in the interests of health and safety. To maintain Personal Protective Equipment and to report any PPE that is defective.</li><li>4. To adhere to the lone working procedures.</li></ol>
This job description may be reviewed and amended, in consultation with the postholder, in the light of any organisational developments within the Authority.	

<b>Emergency Planning/Response Responsibilities</b>	
	To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity Plans and other associated documents

<b>Job Description Details</b>	
Reviewed by:	Anna Farish, Environmental Services Manager
Latest Version Date:	March 2021
Evaluated:	01/03/21
Evaluation Reference:	A1964

## **PERSON SPECIFICATION**

Job Title                                      Team Assistant

Division                                        Environmental Services Team

Date completed                              March 2021

Completed by                                 Anna Farish  
Service Manager

<b>Criteria</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of assessment (See overleaf)</b>
<u><b>Knowledge</b></u>		
Knowledge and understanding of IT including word processing, spreadsheets, powerpoint, databases and social media apps.	E	3 & 4
Knowledge of the Uniform and IT programmes.	D	3 & 4
Knowledge and understanding of the functions and services of a Local Authority.	D	3 & 4
<u><b>Skills/Abilities</b></u>		
Ability to communicate effectively at all levels with excellent verbal and written communication skills.	E	3 & 4
Excellent IT skills including use of Microsoft Word, Excel, PowerPoint & Outlook, Social Media	E	3 & 4
Proven ability to work to deadlines, prioritise work and manage competing work demands.	E	3 & 4
Have a passion for what you do.	E	4
Be motivated and take pride in delivering a high quality service.	E	4
High level of accuracy and attention to detail.	E	3 & 4

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Ability to work within a team and be a team player.	E	3 & 4
Able and willing to work independently and under supervision.	E	3 & 4
Ability to demonstrate tact, diplomacy and handle information in a confidential manner as necessary.	E	4
Flexible and receptive to new ideas and ways of working.	D	3 & 4
Demonstrate an ability to take a proactive approach to ensuring that all aspects of the section's functions are constantly kept under review and improved and that the section is able to respond to events and workloads as appropriate.	D	3 & 4
<u>Experience</u>		
Minimum of 12 months experience of working in a customer focussed environment.	E	3 & 4
Experience of working in an administrative environment.	D	3 & 4
Experience of booking meetings and taking minutes	D	3 & 4
<u>Qualifications</u>		
Educated to GCSE level or equivalent	D	3 & 5
<u>Other</u>		
Ability and willingness to occasionally attend and provide administrative support at meetings & events outside of normal working hours.	E	4

1. Test prior shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence