

Job Description and Person Specification

Post Title: Lightbulb Administrative Assistant

Reports to: Lightbulb Admin & Performance Team Leader

Scale: 2

Politically Restricted: No

Overall Purpose

1. To work in the Central Hub to support the delivery of Lightbulb across the seven local authority areas in Leicestershire.
2. To provide administrative support to the Central Hub and the Lightbulb Management

Key Roles, Tasks and Responsibilities

1. To receive, process and administer recommendations for Disabled Facilities Grants in line with Council procedures.
2. To receive, process and administer applications for all Lightbulb Service specific Grants in line with Council procedures. This will include Home Support Grants and Hospital Discharge Grants.
3. To provide a full range of administrative support to the Lightbulb Central Hub as required. This includes, working with District Lightbulb Teams, Assistive Technology team and minor adaptations.
4. To deal with all Lightbulb Central Hub telephone enquiries as the first point of contact, this includes dealing with vulnerable individuals regarding sensitive issues such as their health.
5. Inputting, processing payments and purchase orders, accessing financial systems and ordering supplies.
6. To deal with daily correspondence in relation to various housing matters including, where appropriate, contacting the customer.
7. To be responsible for the processing of invoices and payments for the Lightbulb Team.
8. To maintain and keep up-to-date records maintaining databases and filing systems.

9. To support Lightbulb staff across Leicestershire by providing general admin support as required, by providing admin cover for the District Lightbulb Teams as required.
10. To undertake duties in relation to post, including;
 - Logging and monitoring of letters in accordance with any performance measures the Council may have or introduce
 - Collection and distribution of post
 - Organising and dispatching outgoing post
11. To gather and collate performance information providing monthly reports to the service manager.
12. To gather and collate budget and performance information providing monthly reports to the Lightbulb Admin and Performance Team Leader.
13. To carry out any other duties as instructed by the Lightbulb Admin and Performance Team Leader.
14. To manage assigned resources in accordance with Council policies, procedures, budget systems and constitution including the administration of certain budgets.
15. All Officers are expected to contribute and work towards the on-going policies on Community Development, Systems Thinking, Environmental Issues, Crime and Disorder and Equal Opportunities.
16. To comply with the Health and Safety at Work Act at all times as outlined in Blaby District Council's Health and Safety Policy.
17. This job description may be reviewed and amended, in consultation with the post holder, in the light of any organisational developments within the Authority.
18. You will be expected to undergo designated training sessions as necessary, which may be out of normal working hours and/or at other establishments as may be required.

Post Characteristics

Allowances: None

On call/emergency situations: None

Security/safeguarding checks: None

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Desirable:

Knowledge of Customer Care and how it applies in a Housing, health, or social care environment. (*3,4)

Basic knowledge of Housing, health and social care services (*3,4)

Experience

Essential:

Experience of working in a similar customer focused environment (*3,4)

Experience of supporting a team in a proactive way and taking responsibility for queries (*3,4)

Experience of using Microsoft Office software (word, excel, PowerPoint) (*2,3)

Experience of inputting and interrogating databases (*3)

Desirable:

Experience of working with vulnerable people (*3,4)

Experience of producing performance and budget reports (*3,4)

Skills/Abilities

Essential:

Good organisational/administration skills (*3,4)

Ability to deal with vulnerable people including being able to communicate with them regarding sensitive issues. (*3,4)

Good numeracy skills (*2,3,4)

Ability to prioritise workload and meet deadlines (*2,4)

Ability to work on own initiative. (*4)

Ability to work as part of a team. - Flexible approach. (*4)

Good communication skills and ability to use these to work with a range of partners (*2,3,4)

Qualifications/Training

Essential:

Educated to GCSE standard or equivalent work experience (*3,5)

Other

Essential:

Understanding and commitment to equal opportunities (*3,4)

Working knowledge and understanding of Data Protection principles(*3,4)

Committed to the development of the service and self (*3,4)

Flexible approach (*3,4)

Method of assessment*

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

Job Description and Person Specification details:

Reviewed by: Lightbulb Admin and Performance Team Leader

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