
Post Title: Service Support Assistant

Post Hours: 37 hours per week

Grade: Scale 2

Responsible to: Transport & CoOrdination Manager

Responsible for: None

Main contact associated with principal duties:

- Council Staff
- Councillor

Job Purpose:

To provide a full range of administrative and financial support functions to Council Officers and Members as required. This will include being responsible for providing administrative support for the Legal Department.

Control of Resources: None.

Main duties and responsibilities:

1. To undertake the work in the General Office involving the provision of administrative support services e.g. delivery and collection of mail, filing, photocopying, scanning documents and laminating.
2. To sort, open and distribute incoming and outgoing mail including, hand deliveries and collection of DX mail and maintain appropriate records for the reconciliation of royal mail invoices.
3. To manage and maintain the Legal sections filing system including creating, opening and closing files in the Legal Civica system and to update the records both in the Legal strong filing room and the cellar. This will also include creating online reports as and when required by the Legal team.
4. Checking the information on the instructions received from Parks Department and the creating, completing and issuing of grave deeds with letter and receipt. Maintaining grave deeds records. Dealing with grave deeds enquiries and in certain cases referring to the Legal team.
5. To collate and dispatch agendas, reports and minutes and to arrange for all Council agendas to be displayed at the Town Hall.
6. To be one of the first points of contact for customers, other agencies and organisations and to assist visitors arriving at the Town Hall for appointments and meetings.

7. To be responsible for the effective and efficient processing of contract payments, accounts and invoices ensuring compliance with the Council's Financial and Contract Procedure rules and liaising with Financial Services as necessary.
8. To be aware of your responsibilities under equalities legislation together with the objectives and targets required in the Equalities Action Plan, and to ensure delivery of these objectives within the timescales specified.
9. To review existing systems and think of new and improved methods of working.
10. To undertake such other duties as may from time to time be assigned and are commensurate with the grading of the post, and assist with ensuring that all duties of the Service Support team are carried out on a daily basis.

Selection Criteria	Essential Or Desirable	Assessment Method
Qualifications		
1. 3 GCSEs (at grade C or above) or equivalent, or substantial experience relevant to the post	Essential	Application Certification
Knowledge, skills, abilities and experience		
2. Good relevant experience of Microsoft Office packages e.g. Word, Excel, Outlook, Internet Explorer, etc.	Essential	Application Interview
3. Experience of dealing with customers both face-to-face and over the telephone with the ability to explain issues in a clear manner.	Essential	Application Interview
4. Sufficient numeracy to undertake budget calculations, process invoices etc.	Essential	Application Interview
5. Experience of managing, maintaining and presenting data.	Essential	Application Interview
6. Ability to prioritise own workload and meet strict deadlines	Essential	Application Interview
7. Ability to provide an empathetic service to vulnerable and disadvantaged people	Essential	Application Interview
8. Experience of using financial/Legal systems e.g. Civica	Desirable	Application Interview

Date: May 2022