

Job Description



Job Title: Candidate Support Administrator	Service Area: Community Wealth Building (Our Newham Work)	
Directorate: Inclusive Economy and Housing	Post Number:	Evaluation Number: 5794
Grade: Scale 4	Date last updated: March 2022	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Background

Newham Community Wealth Building

Newham has launched its Community Wealth Building strategy, underpinned by the principles of economic, social and environmental justice; so that long-term prosperity, wellbeing and fairness for all our residents in the Borough is achieved.

As well as attracting growth and investment into the borough, the Council's Community Wealth Building (CWB) strategy will help unleash the potential of residents, businesses and the voluntary sector because they are the source of wealth and talent that will drive a fairer and more prosperous Newham.

The CWB strategy will help the Council tackle injustices residents face with an unrelenting focus on poverty in the Borough, as well as addressing racial and gendered disparities that exists.

The introduction of **Towards a Better Newham: Recovery and Reorientation Strategy** places the health, happiness and wellbeing of residents as central to our aspirations for Newham.

Our Newham Work

Our Newham Work is Newham Council's Community Wealth Building hub, providing outreach and access for all residents, linking them to opportunities in a more locally focused, mutually beneficial economy.

The service is designed to:

- make better use of existing resources and infrastructure to support the personal economic journey of local residents;
- put residents into secure, skilled, well paid careers;
- drive forward the post Covid 19 approach to supporting businesses and self-employed residents;
- improve links between health services and economic opportunity;
- support the health, happiness and wellbeing of residents and
- improve partnership with the voluntary sector to support Community Wealth Building.

As a member of the Our Newham Work team, your role is to ensure delivery of the above.

Overall Purpose of Job

This role will focus on providing a front of house service to local residents engaging with Our Newham services either in person, via the website or via telephone and assisting them with their enquiries by explaining the services provided or by signposting them to the correct information on the website or to an advisor.

- To provide a professional, high quality, customer-focused service to Newham residents, either in person, via telephone or from web-based enquiries.
- To manage and direct the flow of visitors, either in person or via the telephone and to explain the service offer to new clients.
- To monitor and respond to web-based enquiries, ensuring a rapid turnaround of responses.
- To deliver a professional service using own initiative and at times without direct supervision
- To provide support across Community Wealth Building for activities such as support with marketing initiatives to promote the services provided and support at events.

Job Context

1. The postholder reports to the Team Leader but may be allocated on a temporary basis to another Team Leader to provide administrative support a project or an event.
2. The potholder has no line management responsibility.

3. The postholder has no budget responsibility.
4. The postholder may be required to work occasional evenings and weekends in order to meet the requirements of the service.
5. The postholders could be based in any Our Newham Work location. They will be located at one main office but required to cover other offices on occasion as required to cover colleagues' absence.
6. The postholder may be required to work remotely at home according to the requirements of the service
7. The postholder will be required to on occasions to compile statistical information and carry out simple calculations relating to statistics and the number of service users.
8. The postholder will, on occasions, be required to train, guide and support new staff.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

1. To provide a professional reception service to Our Newham Work visitors, telephone callers and web-based enquiries, ensuring they are attended to promptly and courteously at all times and in accordance with agreed policies and procedures.
2. To provide immediate solutions to arising problems and make recommendations for the ongoing improvement of policies and procedures within Our Newham Work.
3. To ensure the reception area is kept tidy and all information is up to date e.g. ensure leaflets and posters are checked daily and that the leaflet racks are stocked with appropriate and current material.
4. To co-ordinate and manage Our Newham Work clients to complete the registration process correctly, assess their immediate needs and direct them to the appropriate service promptly.
5. To ensure client documentation forms are correctly filed in accordance with Our Newham Work procedures and compliance.
6. To thoroughly understand the ICT operating systems within Our Newham Work, report on faults which occur and make recommendations for future improvements to those systems.
7. To collect monitoring information relating to client activity, ensuring all data gathered is inputted into operational systems i.e. client database, to enable monitoring of performance of Our Newham Work activities against Performance Indicators
8. To ensure incoming and outgoing post is correctly managed in accordance with Our Newham Work procedures and to make recommendations for future improvements to those procedures.

9. To complete staff and client attendance records on a daily and weekly basis and submit to the relevant departments.
10. To ensure that issues relating to health & safety and office maintenance are reported to the relevant officers.
11. To assist with mailshots, publicity campaigns and general client liaison relating to Our Newham Work and other Community Wealth Building teams.
12. To order stationery and undertake regular stock-control audits.
13. To assist the other administrative staff as required to ensure the smooth and efficient delivery of administration tasks/duties for Our Newham Work
14. To work in a responsive and flexible manner at all times ensuring that priorities are addressed and that systems are constantly refined and adapted to suit the ongoing needs of the reception service.
15. To assist other teams within Community Wealth Building by providing administrative support for activities such as development initiatives and marketing events to promote services provided and any well-being initiatives to residents, for example contacting residents to promote opportunities, sending out mailshots.
16. To undertake other routine and administrative tasks associated with reception duties such as room bookings and data-input.
17. To compile statistical information and carry out simple calculations relating to statistics and the number of service users.
18. To train, guide and support new staff.
19. To communicate verbally and in writing with the public, colleagues and outside groups.
20. To deal effectively and tactfully with people of varied backgrounds and to take account of the needs of disadvantaged groups.
21. To operate and supervise an efficient appointment system, booking clients in to see or virtually meet Our Newham Work staff for initial and follow-up meetings. To ensure that both staff and clients are properly informed about these appointments and that reminders are sent out, where necessary.

General/Professional

22. To keep your line manager up to date with progress against targets and any issues
23. To work effectively as part of a team, providing cover to colleagues as appropriate. Flexibility and adaptability to a constantly changing work flow is essential.
24. To ensure that the work carried out is in accordance with the required Council's standards, General Data Protection Regulations, legal requirements, and Council's objectives.
25. To make effective use of ICT systems and processes to develop and provide monitoring information to enable effective performance management to take place

26. To ensure all data gathered is inputted into operational systems to enable monitoring of performance of Our Newham Work against Key Performance Indicators and for reporting progress to Elected Members.
27. To actively participate in team meetings and your own continuous professional development, identifying suitable development opportunities with your line manager.
28. General administrative work for all the above.
29. To consistently promote and apply the Council's Human Resources Standards and Equalities Standards and to ensure that this is demonstrated and maintained throughout all areas of responsibility.
30. To undertake any other duties which may be reasonably required and within the capability of the postholder.

Person Specification



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<p>IMPORTANT INFORMATION FOR APPLICANTS</p> <p>The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.</p>		
<p>EQUALITY AND DIVERSITY</p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p>		
<p>PROTECTING OUR STAFF AND SERVICES</p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>		

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <ul style="list-style-type: none"> • Knowledge of the principles involved in providing an excellent customer service to a wide range of clients including residents and businesses. • Awareness of Health & Safety issues e.g. First Aid & Fire Evacuation procedures. • Awareness of the relevance of the Data Protection Act within a customer-focused environment. • Understanding of the barriers faced by disadvantaged groups in accessing training & employment & ways in 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>which these can be addressed and overcome.</p>	
<p>QUALIFICATIONS:</p> <p>Not applicable</p>	
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Proven high Level of experience of providing a reception service in a busy, customer-focussed environment within a diverse community. • Proven experience of managing a busy and varied workload with competing demands and priorities. • Proven high Level of experience of using personal initiative and providing immediate solutions to difficult situations, to be able to prioritise and manage your workload effectively 	<p>Application Form. /Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Excellent skills in the use of information technology, particularly Microsoft Word, Excel and Outlook. • Proven ability to operate a database and edit/update data. • Proven ability to draft routine correspondence and reports. • Proven ability to work within a team and in a stand-alone position. • Excellent organisational and problem-solving skills. • Proven ability to draft more complex correspondence and reports. • Proven ability to prioritise your own work load and respond to competing priorities with little immediate supervision. 	<p>Test</p> <p>Test Interview</p> <p>Test/</p> <p>Test/</p> <p>Interview</p> <p>Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • Commitment to the consistent provision of a high quality reception service and admin support • Ability to respond well in a pressurised and fast-paced environment. • To be smartly dressed to portray a positive image of Our Newham Work. 	<p>Interview</p> <p>Application Form/Interview</p> <p>Interview</p>

<ul style="list-style-type: none"> • To be enthusiastic and professional. • To be proactive in identifying issues and opportunities and creating appropriate responses to them. 	<p>Interview</p> <p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • Be willing to work out of hours on occasions in order to meet service requirements. • Ability to work remotely at homes • Ability to work across a number of venues/offices within Newham 	<p>Interview</p> <p>Application Form</p> <p>Application Form</p>