**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Voluntary Sector Support Officer Wandsworth | **Grade**:  Scale 5 |
| **Section:**  Stronger and Safer Communities Team | **Directorate:**  Chief Executive’s Group |
| **Responsible to following manager:**  Voluntary Sector Development Manager Wandsworth | **Responsible for following staff:**  N/A |
| **Post Number:** | **Last review date:**  September 2022 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To provide comprehensive administrative support to the Community and Partnerships section within the Stronger and Safer Communities Team , helping to ensure efficient and effective admin support systems and processes operate consistently across the Team and best supports our community based stakeholders.

**Specific Duties and Responsibilities**

1. To advise and support managers on relevant matters affecting the service.
2. To work as required in ways that develop good working relations and collaborative arrangements with partner and other external organisations.
3. To support the Voluntary Sector Development Manager and work with colleagues in the development and maintenance of administrative processes, procedures, and systems.
4. To work flexibly across the Stronger and Safer Communities Team to provide support and cover for other administrative staff, as needed.
5. To provide effective and efficient office administration support to managers, team leaders and staff as required and using own initiative, including, but not limited to:
   1. Dealing with internal and external customers, by phone, email and face-to-face, resolving queries as first point of contact, where possible, including dealing with matters of a sensitive and confidential nature.
   2. Meeting preparation, including booking rooms, inviting delegates, ordering refreshments, preparing, and distributing documentation
   3. Producing a variety of high-quality documentation (advanced word-processing and presentations), accurately and to deadline.
   4. To devise and complete Excel spreadsheets
   5. To update and maintain databases accurately, collating statistical information and reports as directed, including social care databases.
   6. To undertake daily administrative tasks, such as managing and delegating from a shared electronic mailbox, scanning, photocopying, stationery supplies, as required.
6. This role is based in Wandsworth Town Hall, Much of this will be onsite working. At times the officer will need to be present at other sites in the borough.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

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**Team structure**

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**Person Specification**

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| **Job Title:**  Voluntary Sector Support OfficerWandsworth | **Grade**: Scale 5 |
| **Section:** Stronger and Safer Communities | **Directorate:** Chief Executive’s Group |
| **Responsible to:**  Voluntary Sector Development Manager Wandsworth | **Responsible for:** N/A |
| **Post Number:** 1 | **Last Review Date:** September 2022 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&** I**/ (see below for explanation)** |
| **Knowledge** | |
| Good knowledge of office environments, administrative procedures and processes. | A/I |
| Good knowledge of supporting, coordinating, and delivering within a project work-stream. | A/I |
| Working knowledge of the Data Protection Act 1998. | A/I |
| **Experience** | |
| Good experience of managing own workload, including under pressure, to meet deadlines. | A/I |
| Good experience of developing and maintaining record keeping processes and systems. | A/I |
| Good experience of handling confidential and sensitive information appropriately. | A/I |
| Proven experience of working successfully in a team and forming relationships with customers and colleagues. | A/I |
| **Skills** | |
| Strong knowledge of standard IT packages to an advanced level (MS Office 365 packages - Outlook, and Word) and ability to learn new ones. Good knowledge of Excel to a high-intermediate level. | A/I |
| Confident discussing issues in person, online and by phone with the public. | A/I |
| Good level of communication skills in English, both written and oral, to provide clear and concise messages in a variety of internal external contexts. | A/I |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**