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# Recruitment information

## Job description and person specification

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<b>Your title</b>	Centre Administrative Assistant 18 month contract
<b>Post number</b>	PRN000324
<b>Your team</b>	Community Services
<b>You would be based</b>	One of six Centre's for the Community
<b>Your line manager</b>	Senior Centre Manager



**Elmbridge**  
Borough Council

*... bridging the communities ...*



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## About the role

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You will help to put a smile on the face of Elmbridge residents who use the services provided by the our Centre's for the Community.

Our Centre's promote an active and full life for residents, operating at the heart of the local community, and offering a vital and attractive range of services with a focus on well-being, social and leisure activities and opportunities to learn new skills, for example:

- art and craft classes
- iPad training
- hairdressing, beauty treatments, reflexology and aromatherapy
- exercise classes
- three course lunches, community café / tea bar

Through your friendly, welcoming and flexible approach you will provide care and support for all users of our Centre's services, and particularly older people.

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## The main purpose of the role:

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To carry out specific administrative functions related to the daily operation and banking requirements of the Centre.

You will primarily be based at Cobham centre but will be required to support at any of the other five centres as required.

To be a named First Aider.

There may be a requirement to in an emergency to act as a driver for the Meals on Wheels Service.

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## Specific duties and responsibilities

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Control and supervision of Meals on Wheels volunteers. To be responsible for meeting and supporting the Meals on Wheels volunteers coming into the Centre. Debriefing the volunteers on return to the Centre when their rounds are completed.

Relaying relevant information about the day's rounds to the volunteers.

To make necessary corrections to the Meals on Wheels rounds of any changes that may occur.

Carry out any necessary action in following the emergency procedure with respect to no replies for Meals on Wheels.

To deliver Meals on Wheels if a volunteer cannot be allocated.

To bank monies on a daily basis for lunches sold in the Centre and on Meals on Wheels and the related other income taken on a daily basis.

To answer the telephone, taking necessary action within the scope of the post.

To answer general enquiries from Centre users and action where appropriate.

To give food supply orders to the food companies on a weekly basis under the direction of the Centre Manager if the cook is absent.

To liaise with members of the public with general information and with respect to letting of the Centre to potential hirers.

To attend team, divisional and corporate meetings which may take place outside of core working hours and not at normal place of work.

Completion of daily spreadsheets on computer related to the day to day running of the centre.

There will be a requirement to type letters, memos and at times produce flyers and posters.

To ensure joint responsibility for the health and safety of staff and members coming into the centre, Ensuring you are following all procedures to ensure processes are followed.

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## **What's missing?**

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## **Your conduct**

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## **Equal opportunities**

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## **Health and safety**

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.



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## Personal and sensitive data

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## Talent development

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## Confidentiality

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

### **What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

**Insert title:** Administrative Assistant, Centre's for the Community

**Post No:** PRN000324

**Team:** Community Services

**Hours:** 19.5 hours per week. (6.5 hours a day for three days of the week on either a Mon, Tues, Thurs or Fri)

**Salary:** £13.91 - £14.37 per hour

**Car Allowance:** C4

Key requirements		Desirable / essential	To be tested by: Application <sup>1</sup> (A) Test (T) Interview (I)
<b>Qualifications and Education</b>			
1.	At least 3 GCSEs or equivalent at Grade C, preferably in Maths and English	Desirable	A
2.	Administrative qualification to NVQ Level 2, or customer service related training.	Desirable	A
3.	Able to evidence knowledge and understanding of good administrative and customer service disciplines	Essential	A + I
<b>Experience</b>			
4.	Proficient in the use of MS Office application, e.g. Word, Excel, Powerpoint, Internet, Outlook	Essential	A + I + T
5.	Good written and oral communication skills and a good understanding of the use of information and data protection	Essential	A + I + T
6.	Experience of office systems, of organising resources and setting up and maintaining administrative systems	Essential	A + I
<b>Knowledge, skills and abilities</b>			
7.	A commitment to provide excellent customer service	Essential	A + I
8.	Methodical and motivated	Essential	A + I
9.	Ability to work both on your own initiative and as part of team	Essential	A + I
10.	Experience of working to deadlines and of using judgement to establish priorities and levels of urgency	Essential	A + I

11.	Flexible approach to working	Essential	A + I
12.	Ability to follow procedures and work without supervision	Essential	A + I
13.	Accuracy and ability to pay close attention to detail	Essential	A + I
<b>Special requirements</b>			
14.	To cope effectively under pressure	Essential	A + I
15.	A commitment to contribute to improving practice standards and personal competencies through continuous professional development	Essential	A + I
16.	Empathy with older people and vulnerable adults	Essential	A + I
17.	Ability to support the centre manager in ensuring health and safety requirements are met.	Essential	A + I
18.	A willingness to apply for an enhanced DBS disclosure which is required of this position.	Essential	A + I
19.	To have access to your own vehicle	Essential	A + I
20.	To hold Business Use on Car Insurance Policy	Essential	A + I