LANCASTER CITY COUNCIL
Promoting City, Coast & Countryside

# Lancaster City Council - Job Description & Person Specification

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| **Job Title:** | Service Support Assistant | **Grade:** | GGS6 | **Job Code:** | LCC962 |
| **Service/Team:** | Environment and Place | **Role Type:** *Delete as appropriate | Office based / some hybrid | **Reports to:** *Title & LCC Code | Service Support Supervisor |
| **Line Manages:** *Title/s & LCC Code | N/A | | | | |

## Job Overview

**Overview**

To provide a comprehensive range of administrative, financial and practical support to Environment and Place and other Council Services, including supporting all teams within the Service, organising and servicing meetings and events, and maintaining accurate records and systems to assist managers and responsible spending officers in ensuring effective financial management, monitoring and control.

## Direct Responsibilities

- To provide first point of contact resolutions for customers by either responding to and resolving their enquiries or assigning and tracking service requests to colleagues as appropriate. Ensure our customers have access to high quality customer-focused services by dealing with all requests professionally and in a timely manner in accordance with agreed corporate timescales.
- Process creditor and debtor invoices, purchase orders, and income banking as required, while providing administrative support with the procurement of goods and services.
- To set up and maintain electronic and paper filing systems and maintain an up to date information base to support project development and delivery.
- To assemble and compile all evidence required for audit purposes to ensure that the requirements of internal and external funders are fully met.
- To assist senior staff in the preparation of claims for funding by compiling and collating all appropriate evidence to support such claims as required.
- The reception and recording of information, enquiries and compliments and complaints from whatever source including the answering and taking of telephone calls and taking payments
- The compilation of statistical information for the purpose of making returns and preparing monitoring reports etc as required.
- Liaison with service staff, other service groups of the City Council, outside agencies and the public so as to secure the effective and efficient performance of the Service.
- To assist with the organising of internal and external meetings and events.
- To update the Council's website and social media sites as required.
- To provide effective administration of the Council's fuel management system for the vehicle fleet, assist with deliveries, ordering and updating the records for the fuel management system

Carry out other duties and responsibilities similar to those listed above when required to do so.

## Primary Measurable Objectives

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- Provide customers with simple, straightforward access to Council services by supplying accurate information and efficient and effective answers to their enquiries.
- Deal knowledgeably and thoroughly with enquiries and provide customers with clear but detailed explanations and advice as appropriate.
- Demonstrate, through a range of different methods, a standard of customer service that exceeds the expectations of our customers.
- Understand the procedure for processing all Service creditor/debtor invoices, purchase orders, flexi records and the banking of income
- Prepare and maintain audit records Projects
- Assist with organising and supporting a variety of different meetings and events
- Assist with the monitoring of budgets and support Responsible Spending Officers throughout the budget process
- Undertake and successfully complete research tasks for officers within the Services.

**Staff Management Responsibilities**

**N/A**

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| Person Specification | | | |
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| **Knowledge & Educational Requirements** | **Essential Criteria** | **Desirable Criteria** | **Assessed by: App Form, Interview, Certificate, Test, Other…** |
| **Specialised Qualifications & Training** | GCSE Grade C or above including English and Mathematics (or equivalent) | | App Form, Interview, Certificate |
| **Experience** | Experience of invoice processing and VAT analysis | Experience of computerised financial systems<br><br>The ability to establish and manage administrative and financial management systems | App Form, Interview |
| **Job Related Skills, Knowledge & Abilities** | Knowledge of using Microsoft Word, Access and Excel (Excel to at least Intermediate level) | Knowledge of the principles of a good customer care practice and the ability to deal politely and efficiently with members of the public and other customers whether by telephone, face to face, or in writing<br><br>Knowledge of cash handling, including reconciliation and banking procedures | App Form, Interview |
| **Personal Attributes**<br>Including Interpersonal & Communication Skills | • Ability to communicate clearly | | App Form, Interview |

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| | both verbally and in writing<br>• Capable of consistently completing computer records accurately<br>• Able to deal with challenging customers and to keep calm under pressure remaining professional and tactful at all times<br>• Able to understand complex information, including legislation, and interpret the meaning for customers.<br>• Proven ability to be an effective, flexible and positive team member.<br>• Able to organise own work load in order to meet set deadlines | | |
| **Special Requirements/Other** | The hours of work are 37 working Monday to Friday.<br><br>This role is public facing therefore the ability to converse at ease with | N/A | App Form, Interview |

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| | members of the public and provide advice in accurate spoken English is an essential part of the role. | | |

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| **Additional information** |
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| Lancaster City Council Specific Knowledge<br><br>Once in post, demonstrate:<br><br>Understanding, implementation and adherence to Lancaster City Council's policies and procedures.<br><br>Understanding, implementation and adherence to Our Values.<br><br>Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.<br><br>General Statement<br>The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.<br>As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.<br><br>Learning and Development<br>You are expected to undertake any training and development appropriate to the current and future needs of the post.<br><br>Health & Safety at Work<br>All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.<br><br>Equal Opportunities<br>Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.<br><br>Climate Emergency<br>You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.<br><br>Community Safety<br>Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.<br><br>Safeguarding<br>Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential. |

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| **Employee Signature:** | | **Print name:** | | **Date:** | |
| **Manager Signature:** | | **Print name:** | | **Date:** | |