

ROLE PROFILE

Job family	Business Support	Role profile number	BS04-1850	Grade D
-------------------	-------------------------	----------------------------	------------------	----------------

Job purpose: Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

<p>Grade D posts are higher in 'Decisions' with the requirement to resolve problems within a range of established solutions. Posts at this level are also higher in 'Work Demands' with the requirement to manage competing demands and work priorities. Posts at this level require the ability to undertake a range of tasks involving the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.</p>
--

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	GCSE A - C or equivalent experience/skills ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	Experience which demonstrates ability to undertake role. An understanding of relevant procedures and working practices. Excellent ICT skills including use of Microsoft applications and specialist systems Verbal and written communication skills. An understanding of the need for accuracy and attention to detail.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. The work follows systems thinking principles, procedures and standards. Using existing templates create basic documents and correspondence to customers from information provided. Schedule meeting, events and book rooms. Organise room layout and book catering.
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Signposting less straightforward requests/ queries. Be first point of contact on a range of queries from internal / external customers. Contact with colleagues, customers and members of the public. May be first point of contact where customers / visitors are being difficult.
Decisions – Discretion & Consequences	Work is carried out following current procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Collate, verify and prepare data for analysis. Process data following standard procedures. Take an active part in achieving team objectives to support the delivery of a specific activity.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Wellbeing Administrative Assistant	
Role profile family:	Business Support	
Role profile number and grade:	BS04-1850	Grade D
Number of posts:	1 of 2	
Service/Team:	Health Improvement	
Reports to:	Public Health Practitioner Manager (Health Improvement Coach service)	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Councils processes and procedures

Service / Function Context

The overall responsibilities of the service/function are:

The Public Health team are expected to deliver across the three domains of public health:

- **Health protection** – this about dealing with cases or outbreaks of communicable disease such as measles, meningitis and norovirus.
- **Health improvement** – this about helping people to improve their health by developing, implementing and evaluating interventions; by developing and implementing strategies and policies linked to national and local agendas; and by using providing specialist advice and information to a wide range of people.
- **Healthcare Services** – this is about using evidence to support service development and to ensure the quality of services by assisting in the commissioning of services.

To provide a fully responsive business support service to the Health Improvement Coach and Weight Management Service; providing a full range of administrative services.

To participate in the full range of Customer Care services.

Job Purpose

Specific duties and responsibilities include:

- To support the Single Point of Access as part of the Health Improvement Coach service to triage referrals to the most appropriate service.
- To support the Public Health Practitioner Manager for Health Improvement Coach service and Public Health Practitioner for Weight Management Service on administration support including marketing and promotion of the Single Point of Access.
- To provide a full range of administrative support to staff in the Health Improvement Coach and Weight Management service.
- To participate in the daily processing of all communications/postal systems operating across offices to ensure that efficient systems are maintained.
- To participate in the provision of high-quality front-of-house service acting as first line contact for
 - Receiving enquiries and actioning as appropriate
 - Providing information and guidance to members of the public using Making Every Contact Count (MECC) style conversational skills.
 - Ensuring urgent matters are referred to appropriate team member
 - Maintaining an accurate resource/information base and appropriate records
 - Maintaining meeting room diary booking systems and ensuring rooms are cancelled if not required
- To provide information to all enquiries contacting the service, liaising as necessary with colleagues in the Public Health team. Using the referral pathways to refer clients appropriately. To ensure all referrals are recorded accurately, using IT and manual systems. To progress, chase and track information to ensure all systems are maintained and updated.
- To respond flexibly to the administrative needs of the Health Improvement Coach and Weight Management service.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- GCSEs/ NVQ Level 2 in Administration or equivalent – including English at Grade C or above
- Excellent ICT skills including Microsoft applications, particularly Word
- Previous general office experience, within a large and complex organisation
- Proven ability to communicate with and relate to members of the public and professional staff, either face-to-face or via the telephone.
- Able to deal with distressed people in a calm and appropriate manner.
- Capable of working as a member of a team and to contribute to the effectiveness of the service.

- Able to be flexible and fully responsive to competing demands on a daily basis, prioritising own workload accordingly
Proven ability to offer high levels of accuracy, attention to detail and to produce work of a high standard.
- Able to gain knowledge and impart information to others.
- Skilled at achieving high levels of professionalism, maintaining absolute confidentiality, whilst working with sensitive information and operating within GDPR guidelines.
- Committed to own personal development and to demonstrating continued learning.
- Able to demonstrate understanding and knowledge of equalities issues and anti-discriminatory practice and a willingness to promote equalities
- Good standard of written and spoken English

Desirable

- Experience of operating in a pressurised environment and of meeting tight deadlines.
- Experience of working in a Public Health/Health Promotion role/service.
- Attended training on Making Every Contact Count and utilise healthy conversational skills

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>