Professional Support Assistant

£15,507 - £18,560

Based at Depots, various across the City

Working 36.5 hours per week

The Waste Management Service has recently undergone a major transformation with the City Wide roll-out of wheelie bins. In addition to rubbish and recycling collections, the service is responsible for, waste disposal, chargeable garden waste collection, street cleansing and a trade waste function. Further service improvements are underway in order to maximise efficiencies, increase recycling rates and improve customer satisfaction.

The administration team deal with all HR related issues at Depot level including sickness returns, HR system updates, appraisal preparation, reports, statistical information, customer relations and Councillor enquiries.

You will be a key member of the Support team and will help provide an essential administration service to the depot function.

Ref: LS4952016J

Closing date Friday 30 September 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful.”
The Place Directorate

Job Description

Post: Professional Support Assistant- Depot  Salary/Grade: GR2
Division: Waste Management  Section: Depot Administration

1. **Job Purpose**

   1.1 To provide efficient, effective and consistent Professional Support services that meet the needs of the business.

2. **Duties and Responsibilities**

   2.1 To provide high quality Professional Support services to internal / external customers ensuring their needs are met within the Service’s Business Agreement including switchboard / reception provision and undertaking a range of clerical tasks.

   2.2 To fully support meetings as required by the business, including the provision of note-taking as requested and the production of outputs in a timely manner.

   2.3 To place orders and monitor stock as appropriate

   2.4 To operate and maintain administrative systems within PSS (e.g. monitoring, recording and processing of information) to ensure the delivery of the Professional Support function in a consistent and responsive manner across the business.

   2.5 To administer business and financial processes, including handling monies and dealing with queries as appropriate

   2.6 To provide accurate file/data records and maintenance for example ensuring data quality/archiving, retention and distribution of information and records as per date protection requirements.

   2.7 To ensure that confidentiality is maintained in all areas and to ensure compliance with Data Protection Act principles.

   2.8 To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues appropriately as they arise.

   2.9 To work flexibly and as part of a team to ensure cover of all aspects of Professional Support and to provide continuity of service.
Supervision Received

3.1 **Supervising Officer Job Title**

Professional Support Officer

3.2 **Level of Supervision**

Left to work within established guidelines subject to scrutiny by supervisor.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

N/A

5. **Special Conditions**

- Some working outside of normal working hours may be required in some service specific areas
- Based at depot but maybe required to work from other administrative centres as required.

Observance of the *City Council’s Equal Opportunities Policy* will be required.
The Place Directorate

Person Specification

**Post:** Professional Support Assistant  
**Salary/Grade:** GR2

**Division:** Waste Management  
**Section:** Depot Administration

**Method of Assessment (M.O.A.)** A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Education &amp; Qualifications</strong></td>
<td>None</td>
<td></td>
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<tr>
<td><strong>Experience</strong></td>
<td>1. Experience of administrative and clerical work.</td>
<td>AF/I</td>
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<td>(Relevant work and other experience)</td>
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<tr>
<td><strong>Skills &amp; Ability</strong></td>
<td>1. Effective verbal and written communication skills.</td>
<td>AF/I</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
<td>2. A methodical approach to work and the ability to maintain a high degree of accuracy.</td>
<td>AF/I</td>
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<td>3. An ability to deliver to tight deadlines on own initiative, both unsupervised and as part of the team.</td>
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<td>4. Ability to use a wide range of computer and software packages including spreadsheets and word processing packages.</td>
<td>AF/I/T</td>
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<td><strong>Training</strong></td>
<td>Willingness to undertake relevant training including H&amp;S training, as deemed appropriate.</td>
<td>AF/I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities’ in employment and service delivery.