Brasshouse Languages are seeking to recruit a full time and part time Professional Support Assistant to cover various shifts across the week:

We are looking for an enthusiastic and friendly person to work on our frontline reception, giving information to our learners, answering queries about our courses and helping to ensure that we offer the best service possible. You will also be enrolling learners, checking their eligibility for our courses and ensuring that the correct fees are applied.

If you have great customer service skills combined with sound administration skills then you are the person we are looking for.

For any informal enquires please contact: Susan Eachus on 0121 464 8132

Brasshouse Languages @ Library of Birmingham, Centenary Square, Broad Street, Birmingham B1 2 ND.

Ref: PL0852017

Closing Date: 02 March 2017

“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.”
JOB DESCRIPTION (BUSINESS)

JOB TITLE: Professional Support Assistant

GRADE: 2

DIRECTORATE: Place

SECTION: Birmingham Adult Education Service (BAES)

1.0 JOB PURPOSE

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

2.0 DUTIES AND RESPONSIBILITIES

2.1 To provide high quality Professional Support services to internal / external customers communicating appropriately and 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 and distribution of outputs in a timely manner.

2.3 To place orders and monitor stock as appropriate.

2.4 To operate and maintain administrative systems (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 data 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.

To comply with and promote the City Council’s framework of policies and procedures at all times. Key policies include Equality and Diversity, BCC Code of Conduct, Safeguarding, Health and Safety.

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Business Support Manager

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.

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

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN

<table>
<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
</tr>
</thead>
<tbody>
<tr>
<td>NONE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Use 1,2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

- Right to Work in the UK documentation will be fully checked for all applicants. All non UK and EU applicants are required to apply for a certificate of sponsorship from Birmingham City Council and must be approved by the UKBA before any employment offer can be confirmed.

- DISCLOSURE & BARRING SERVICE
DBS check required if the member of staff is allocated work based in a school or children’s centre, will be working with adults who are vulnerable or is a member of the safeguarding team.
**Person Specification (BUSINESS)**

**JOB TITLE:** Professional Support Assistant – Admin Assistant  
**GRADE:** 2  
**DIRECTORATE:** Place  
**SECTION:** Birmingham Adult Education Service (BAES)

**KEY:** MOA (Method of Assessment): AF = Application Form, I = Interview, T = Test, P = Presentation, G – Group Exercise, AC = Assessment Centre

## Section 1 - Experience, Skills & abilities, Education and qualifications, Training

In your application form please provide evidence of how you meet the below requirements for the role. Applications will be long listed against these requirements

<table>
<thead>
<tr>
<th>EXPERIENCE</th>
<th>MOA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Relevant work and/or other experience</strong></td>
<td></td>
</tr>
<tr>
<td>• Experience of working front line with the general public, answering diverse queries.</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Experience of maintaining confidential paperwork and general office duties such as taking telephone calls and taking messages.</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Experience of working in a diverse team environment and the ability to multi-skill to cover other roles within the team.</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Experience of managing a number of conflicting priorities effectively to achieve business objectives</td>
<td>AF/I</td>
</tr>
<tr>
<td>• Knowledge of relevant legislation/policies and their implications for the Directorate (e.g. Freedom of Information, Data Protection Act, Safeguarding, Health and Safety, Sustainability, Equality Act).</td>
<td>AF/I</td>
</tr>
</tbody>
</table>
### SKILLS & ABILITIES

* e.g. written communication skills, dealing with the public

- The ability to make people feel welcome and at ease.
- Good communication skills, the ability to listen and interpret requests for information.
- Ability to interpret complex information and to be able to deliver difficult messages and responding to the individual needs of learners and potential learners.
- Ability to communicate effectively at all levels within an organisation, both orally and in writing, where maintaining confidentiality is paramount.
- Attention to detail with an ability to maintain accurate records of work.
- Ability to work on own initiative with a pro-active approach to all tasks to ensure business objectives are met.
- Competent in the use of relevant IT applications to the role (e.g. Microsoft Office, specialist software, etc.)
- Competent in the use of numerical skills to support business functions.
- An ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision.
- An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016

### TRAINING

- A track record showing commitment to professional development.

### EDUCATION & QUALIFICATIONS

- To possess, or to commit to work towards English and Maths at Level 2.

### OTHER
## Section 2 – Competencies

If your application is successfully long listed, you will be invited to the next stage in the selection process. In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.

<table>
<thead>
<tr>
<th>Competencies (behaviours)</th>
<th>Category</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Moving the Council forward</strong></td>
<td>MOA</td>
<td>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
</tr>
<tr>
<td><strong>Managing Ourselves</strong></td>
<td></td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</td>
</tr>
<tr>
<td><strong>Working with others</strong></td>
<td></td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</td>
</tr>
<tr>
<td><strong>Providing direction</strong></td>
<td></td>
<td>People who demonstrate this personal competency display the behaviours underpinning the council’s values (Belief, Excellence, Success and Trust) and present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.</td>
</tr>
</tbody>
</table>