

Lancaster City Council - Job Description & Person Specification

Job Title:	Service Support Administrator	Grade:	GG56	Job Code:	LCC145
Service/Team:	Planning and Climate Change/Service Support	Role Type: *Delete as appropriate	HYBRID	Reports to: *Title & LCC Code	Service Support Manager LCC114
Line Manages: *Title/s & LCC Code	N/A				

Job Overview

Overview

- To carry out a wide range of duties of administrative, financial and practical project support for Planning and Climate Change, Sustainable Growth and other Council Services.
- To provide administrative and financial support for all teams within the Service, including the organising and servicing of meetings and events as required.
- To maintain appropriate records and systems to support managers and responsible spending officers in ensuring proper financial management and control.

Direct Responsibilities

- Processing creditor and/or debtor invoices, purchase orders and the banking of income where appropriate.
- 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.
- 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.
- Carry out other duties and responsibilities similar to those listed above when required to do so.

Lancaster City Council - Job Description & Person Specification

Primary Measurable Objectives
<ul style="list-style-type: none">• 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

Lancaster City Council - Job Description & Person Specification

Person Specification			
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 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 Knowledge of cash handling, including reconciliation and banking procedures	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Able to organise own work load in order to meet set deadlines		App Form, Interview

Lancaster City Council - Job Description & Person Specification

Special Requirements/Other	<p>This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is an essential part of the role. A role is classed as public facing if, as an intrinsic part of the role, there is a requirement to regularly speak to members of the public in English.</p>	N/A	App Form, Interview

Lancaster City Council - Job Description & Person Specification

Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

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.

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.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

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.

Equal Opportunities

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.

Climate Emergency

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.

Community Safety

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.

Safeguarding

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.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	