

## **Human Resources**

Workforce Development Admin Assistant  
LBR4

Job Description and Person Specification

## Job Description

Job Title:	Workforce Development Team; Administrative Assistant
Service Area:	Human Resources
Function:	Workforce Development
Team:	Workforce Development
Post number:	HR0142
Grade:	LBR 4
Hours/weeks: E.g. 36 hours/52.14 weeks	36hrs
Base location:	Lynton House
Reports to: Job title	Ann Butler Workforce Development Manager
Responsible for: Job titles of direct reports	No direct reports
Role purpose and role dimensions: Overview of the job	<ul style="list-style-type: none"> <li>• Assist WFD to manage and provide admin support for the Councils voluntary redundancy and redeployment processes.</li> <li>• Provides admin support for the Councils apprenticeship scheme. <ul style="list-style-type: none"> <li>▪ <b>Undertake tasks relating to the maintenance of the Council's e-Learning system.</b></li> <li>▪ Takes notes of meetings and prepares agenda items and associated documents.</li> <li>▪ Maintains and develops range of databases systems and procedures.</li> <li>▪ Produces management data for analysis.</li> <li>▪ Undertake and coordinates a range of admin duties related to a variety of projects within differing timeframes.</li> </ul> </li> </ul>
Key external contacts: Organisations	Internal HR Services Learning Pool Colleges, Training Providers National Apprenticeship Service
Key internal contacts: Job titles or groups of staff	<ul style="list-style-type: none"> <li>▪ Resources Staff</li> <li>▪ Pay &amp; Contracts/ pension s team</li> <li>▪ Systems Team</li> <li>▪ HR Direct</li> </ul>
Financial dimensions: Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.	n/a
Key areas for decision making:	n/a

Other considerations: E.g. working patterns	Postholder may be required to provide admin support to other HR Teams.
Key accountabilities and result areas:	Key elements:
Customer focus	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Receiving and responding to, everyday enquiries from/to customers to provide a timely and effective service to others.</li> <li>• Delivers a range of administrative and/or customer services.</li> <li>• Follows established ordering procedures to ensure adequate supplies/resources are available to meet work unit requirements (e.g. stationery/office supplies, petty cash)</li> </ul>
Communicating and influencing	<ul style="list-style-type: none"> <li>▪ This will involve:</li> <li>▪ Maintains a network of contacts, knowing who to liaise with on key issues.</li> <li>▪ Communicates and liaises with service users and/or external contacts</li> </ul>
Building relationships, working together and in partnership	<ul style="list-style-type: none"> <li>▪ This will involve:</li> <li>▪ Works effectively with team members and others cross the Council in providing and promoting a service</li> </ul>
Respecting & implementing diversity	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Understands the <b>Council's commitment to equality</b></li> </ul>
Planning, organising & achieving results	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Prepares documents, presentations and other materials to a clear brief using established formats</li> <li>▪ Prepares and analysis data , using Excel, PowerPoint and Word</li> <li>▪ Run and presents standard reports</li> <li>▪ Plans and prioritise own work activities for the week or weeks ahead, <b>responding to manager's or work unit requirements.</b></li> <li>▪ Able to refer to others in the team or more senior colleagues for prioritising and scheduling of non-standard work.</li> </ul>
Embracing change	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ <b>Comply with the Council's commitment to achieving equality of opportunity</b></li> </ul>
General accountabilities and responsibilities	

Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the <b>borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live.</b> In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules <b>and protocols defining employees' access to and use of the Council's databases</b> and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.</li> </ul>
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ <b>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people.</b> You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>

To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the on-going development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence.</li> </ul>

### Person Specification

Job Title:	HR WFDT; Admin Assistant		
Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important		A - I - T	Weighting
Minimum education/ qualifications:	Equivalent experience (e.g. development of relevant skills; previous on-the-job training; demonstrate competence at required level) in an admin role working to different deadlines and priorities.	AIT	3
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> <li>▪ Previous experience working in an admin capacity.</li> <li>▪ Intermediate keyboard/computer skills including proficiency in relevant software packages e.g. Excel/Word/Power Point.</li> <li>▪ Able to produce and analyse data.</li> <li>▪ Ability to work as part of team.</li> <li>▪ Ability to be flexible and to be able to respond to customer need, competing priorities and demands.</li> <li>▪ Ability to assess data and information, and to identify problems &amp; solutions.</li> <li>▪ Be able to work to deadlines and prioritise workload.</li> </ul>	AIT	3
Customer focus	<ul style="list-style-type: none"> <li>▪ Able to communicate clearly, verbally and in writing.</li> <li>▪ Be able to respond effectively to customer needs.</li> <li>▪ Able to respond to and deal with queries.</li> </ul>	AI	3
	The postholder will be expected to undertake a range of a admin tasks commensurate with job role and grade.		
Signature of Employee:	Name:	Date:	