

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job Description	Administration Assistant
Service:	Commercial Services
Team:	Waverley Training Services
Location:	Memorial Hall, Farnham, Surrey, GU9 7EE
Reporting to:	Data and Administration Manager
Responsible for:	Providing admin support within the administration team.
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome
PRINCIPAL PURPOSE OF THE ROLE	
To provide administrative support to all areas of Waverley Training Services in line with the needs of the business.	
MAIN DUTIES AND ACCOUNTABILITIES	
<ul style="list-style-type: none"> • Provide general administrative support to all areas of Waverley Training Services 	

- To have, at all times, excellent attention to detail to ensure all information is accurate, submitted and stored correctly without error.
- To assist in maintaining all learner records using our PICs system, as well as adding new starts and recording completions.
- To assist in ensuring learners are registered for qualifications and exams as well as checking results
- Recording learners onto the Digital Apprenticeship Service and gathering employer information and financial commitment statements.
- To ensure phone calls and emails are answered in line with company policy and in a timely manner
- Assist with customer enquiries both on the phone and via email and judge how best to assist and signpost accordingly.
- To ensure the office area is kept clear and tidy at all times in line with Health and Safety policy and that all equipment in communal area is in working order
- To assist with invigilating exams and comply with examination rules
- Sign for and receive parcels, documents and post
- Responsible for assisting with general office duties, such as scanning, posting and maintaining office supplies.
- Available to cover Memorial Hall reception when required

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

Under close supervision the post holder will play a key role in the development and delivery of the services provided by Waverley Training Services by assisting with:

- Processing new apprenticeship sign ups
- Assisting with enquiries received by Waverley Training Services
- Provide excellent customer service throughout
- To provide support in line with the needs of the business

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

With close supervision the post holder is required to:

- Ensure a good quality, accurate and efficient administration at all times.
- To record, maintain and process information, enquiries and/or administrative systems.
- Be able to retrieve information, escalate where appropriate and ensure accurate filing of records as necessary
- To provide good customer service to all our customers ensuring good customer satisfaction

PLANNING/ORGANISING/CONTROLLING

The post holder is required to:

- Organise their own workload.

- Manage a variety of tasks and projects at any one time and meet the deadlines.
- Be a positive, effective and participative team member working with colleagues to balance workload and deliver excellent customer service.

CUSTOMERS AND CONTACTS

INTERNAL

- Centre Manager, Councillors, Waverley Borough Council staff, colleagues and Learners

External

- Education and Skills Funding Agency, Awarding Organisations (AO), Employers, Parents, visitors reporting to WTS offices

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, with examples, **all essential criteria** within their application form to be shortlisted for this role.

PERSON SPECIFICATION				
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE	5 GCSEs at grade C or above including Maths & English or equivalent	A/I	Relevant business administration qualification or willingness to complete one	A/I
	Experience in working in an administration environment			
KNOWLEDGE / TECHNICAL SKILLS	Able to input data and produce reports in a clear and concise way	A/I	Knowledge of Safeguarding	A/I
	Knowledge of or experience in administrative / office practices	A/I		
	Good IT skills, including Word and Excel	A/I		
	Excellent attention to detail and accuracy	A/I		
COMMUNICATION	Excellent verbal and written communication skills, with good attention to detail.	A/I		
	Ability to communicate with people at a variety of levels.	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I	Commitment to customer care and the provision of a customer focused, quality service.	A/I
	Good customer service skills	A/I		
TEAM WORKING	Proven ability to work in a team and be a team player	A/I		

MANAGING SELF AND OTHERS	Ability to manage own caseload of work and meet deadlines.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Works methodically and accurately seeing processes through from start to finish	A/I		
	Ability to work under pressure independently and as part of a team	A/I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet	A/I		

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

Disclosure and Barring Service

Due to the nature of the work, this post involves a check on an individual's criminal background. The check is carried out through the Disclosure and Barring Service (DBS, previously CRB). Any offer of employment will be subject to receiving satisfactory clearance from the Disclosure and Barring Service.

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Job title:	Administration Officer / Assistant	Post no:	
Service:	Commercial Services	JE score:	
Team:	Waverley Training Services	Pay band:	11
Location:	Farnham Memorial Hal, Farnham Surrey GU9 7EE	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	Centre Manager	DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	September 2022	DATE:	