

THE PIONEER GROUP
Compass Support Services

Job Description
16 hours post as administrative assistant

Team/Department	Compass Support – Health and Wellbeing Team
Responsible to	Health and Wellbeing Project Lead
Responsible for	N/A
Job purpose	<p>To provide administrative support to individuals requesting the Hardship Grant Community Fund, in addition with providing signposting information for further support or onward referrals for support as appropriate.</p> <p>The role requires a customer focused approach with a high quality and accurate administrative support service.</p>
Working environment	Based at The Sanctuary in Castle Vale, the role holder is a first point of contact for digital and telephone enquiries. As well as administrate supporting the working with local partners to assess applicants and submit applications to the fund.

KEY TASKS AND OUTCOMES

1. Customer focus

Deals effectively with enquiries via electronic platforms, on the telephone and face-to-face, providing a customer focussed service that responds to individual need without judgement, with particular consideration for vulnerable customers and sensitive situations.

Examples of tasks specific for this role:

- Provide detailed administration support in the processing of applications to the fund
- Able to offer support to signpost, or referrals to other services where required
- Dealing promptly, pleasantly and patiently with all enquiries or requests
- Provide administrative support to the Compass Support teams.
- Dealing with telephone enquiries efficiently and able to offer support to signpost, or referrals to other services where required
- First point of contact for customer enquiries; signposts/refers customers to Compass Employment Support Services, completing triage and/or initial registration when appropriate.

2. Administration, IT and data management

- Advanced Microsoft Office IT skills are essential to this role
- Processing online applications to the fund through a secure online system
- Maintaining accurate computer based records

- Typing, filing and general administration appropriate to role
- Produces standard letters, emails and forms using mail merge

3. Working with others

- Continuous contact with applicants, and colleagues from across the business and a range of working partners
- Able to work efficiently on their own, but also work as part of a team, attending team meetings, team briefings

4. Delivering and managing services

- Takes day to day responsibility for record-keeping and administration in area of service and for dealing with routine enquiries

5. Developing Services

- Monitor customer enquiries and requests to inform about gaps in the services and activity offers within the Community Hubs
- Support the promotion and development of Compass Support activities through collaborative working with the individual team members.

6. Managing and developing self

- Have awareness of sign posting/ referral processes
- Participate in team meetings/ Pioneer meetings
- Able to manage a high volume workload
- Actively participates in regular one-to-one supervision with line manager and in Pioneer Group Performance Review scheme.
- Undertakes learning and development activities, including attending training events.

7. Legal and regulatory compliance

Works within The Pioneer Group policies and procedures.

8. Health and safety

- To work in accordance with health and safety regulations relating to public facilities.
- To work with the facilities team to ensure the buildings comply with health and safety legislation

9. Other

To undertake any other reasonable duties as required by The Pioneer Group.

Person Specification

Admin Assistant

How do you meet our requirements?

Below you will find the skills, abilities, experience and competencies needed to do the job you are applying for. On your Application Form explain how you meet these requirements.

Only write about the categories that are being assessed on the Application Form.

Relevant Job Competencies		How this is assessed
Core Pioneer Group: ❖ Customer Focus ❖ Taking Ownership ❖ Teamwork and Collaboration		Application Form Interview Assessment Probation Performance Review
Additional KEY <u>Level 1</u> Competencies		
1.	Analysis and Decision Making	Application Form Interview Assessment Probation Performance Review
2.	Getting things Done	
3.	Influencing	
4.	Relating to Others	
5.	Confidence	
6.	Resilience	
Skills, abilities and experience		
Essential Criteria You must have the following		How this is assessed
1.	Experience • Knowledge and experience of working within an office environment, including reception duties • Experience of providing an administration role • Ability to plan and manage own workload load within established guidelines • Working within a customer environment	Application Form Interview Assessment Probation Performance Review
2.	Skills and abilities Communication Skills • Ability to communicate orally and in writing to adapt style to meet need of	Application Form

	<p>recipient</p> <ul style="list-style-type: none"> • Ability to liaise with a range of customers, some with vulnerability issues • Ability to present information orally/ in writing to colleagues – e.g. team meeting • Has customer focus, is courteous, friendly and approachable <p>Literacy</p> <ul style="list-style-type: none"> • Ability to keep simple records/letters • Own routine correspondence using standard letters/ability to maintain accurate and readable records <p>Numeracy</p> <ul style="list-style-type: none"> • Simple arithmetical calculations • Ability to interpret simple financial information and take action in accordance with established procedures <p>Analytical/research skills</p> <ul style="list-style-type: none"> • Assess information and make decision in accordance with established policy and procedure, seeking guidance where necessary <p>Physical and other skills</p> <ul style="list-style-type: none"> • Administrative skills, including filing and record keeping, typing Use of Microsoft Office (or equivalent) e.g. Word, Excel, Outlook, PowerPoint and publisher to an intermediate level. 	<p>Interview Assessment Probation Performance Review</p>
3.	<p>Knowledge</p> <ul style="list-style-type: none"> • Good basic Education GCSE/equivalent (Maths and English) – demonstrable ability to carry out arithmetical calculations 	<p>Application Form Interview Assessment Probation Performance Review</p>
5.	<p>Other</p> <ul style="list-style-type: none"> • Ability to work flexibly to meet demand and ensure the needs of the business are met • Demonstrate a willingness to take and accept responsibility • Ability to demonstrate self-motivation • Ability to work under pressure to achieve targets and tight deadlines • Determination to resolve queries and reach a satisfactory conclusion • Ability to manage own workload and work on own initiative • Ability to work as part of a team and engender positive approaches to team working 	<p>Application Form Interview Assessment Probation Performance Review</p>