

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	
<b>Job title:</b>	<b>Business Support and Democratic Services Assistant</b>
<b>Service:</b>	Policy & Governance
<b>Team:</b>	Democratic Services
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Business Support Team Leader
<b>Responsible for:</b>	n/a
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .

## PRINCIPAL PURPOSE OF THE ROLE

To provide effective administrative support in respect of the Business Support Team and Democratic Services Team.

## MAIN DUTIES AND ACCOUNTABILITIES

- To provide administrative support for the Business Support Team and wider Democratic Services Team. Specifically, but not exclusively, to:
  - Provide timely responses to internal and external customers including Councillors, MPs, senior managers, partner organisations, other services and the public
  - Provide support to the Business Support and Democratic Services Team in respect of the compilation and publication of committee reports and agendas.
  - Support the scheduling of meetings, attending and taking accurate minutes, attention to detail is essential.
  - Track meeting actions and update action log.
  - Deal with sensitive situations efficiently and use discretion.
  - Assisting in the organisation of events for the Mayor.
  - Provide excellent customer service in accordance with corporate standards.
  - Be responsible for ordering stationery and any equipment needed
  - Co-ordinates Facilities and IT requests as needed
  - Create documents using Microsoft office software (Word, Outlook, Excel and PowerPoint) and be able to use video-conferencing software (Zoom, Teams, Skype for Business)
  - Develop, update and act on own personal development plan, and be ready to share learning with others.
  - Carry out such duties as may be required as appropriate to the post by the Business Support Team Leader.

### **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

- The Business Support Team and Democratic Services Team have a busy and varied workload, which requires ongoing, proactive, administrative support.
- Work collaboratively within the Business Support team to ensure smooth service delivery and excellent customer service
- Be able to organise own workload and work autonomously when required

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

- Key contact point – judgement required when handling enquires and complaints.
- Working under the supervision of the Business Support Team Leader.
- Promote Waverley’s corporate objectives and a positive image through daily liaison with other Council staff, members of the public, Councillors, partners and other business contacts.

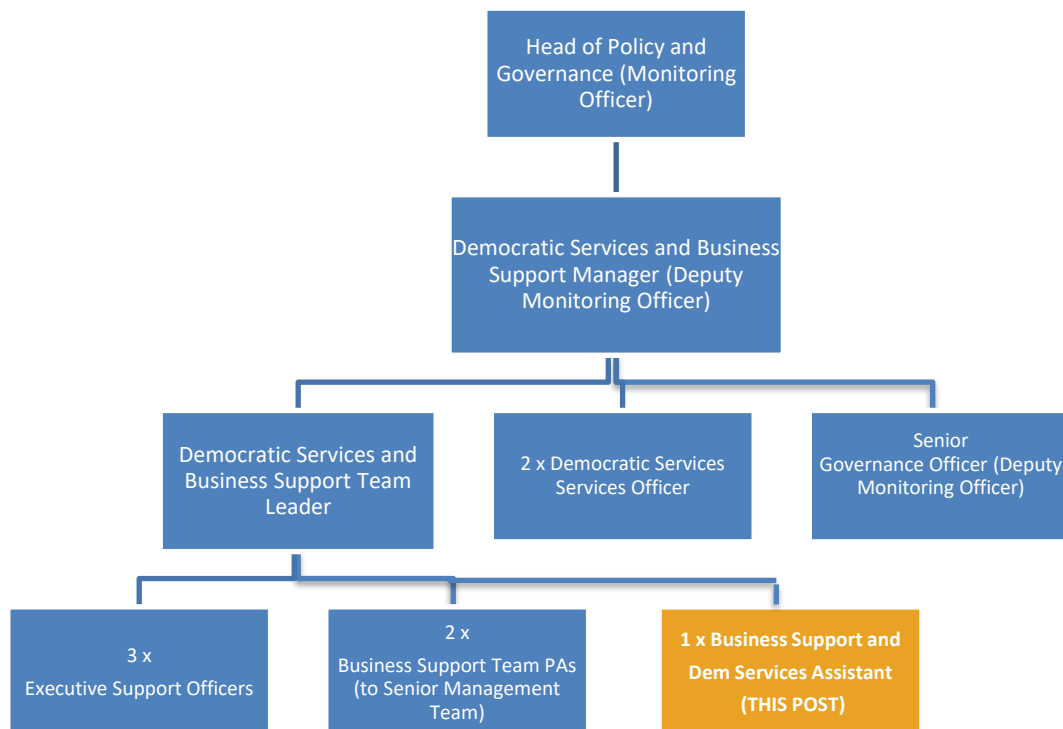
## PLANNING/ORGANISING/CONTROLLING

- Prioritise own workload

## CUSTOMERS AND CONTACTS

- INTERNAL: The Leader and Deputy Leader of the Council; other Group Leaders and all elected Members; Chief Executive; Directors; all services and officers at all levels.
- EXTERNAL: Members of Parliament; Government departments; statutory bodies; other local authorities – especially Town and parish Councils; local authority associations; external service providers; election candidate and political agents.

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Educated to GCSE level or equivalent.	<b>A/I</b>		
	Experience of administrative work.	<b>A/I</b>		
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	Proficient in the use of Microsoft Office (Word, Outlook, Excel and PowerPoint)	<b>A/I</b>	Knowledge of agenda management systems eg ModGov Knowledge of video-conferencing software (Zoom, Teams etc.)	<b>A/I</b>
			Awareness of Safeguarding	<b>A/I</b>
<b>COMMUNICATION</b>	Good standard of written and spoken English	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>A/I</b>		
	Accurate spoken English is essential for the post	<b>A/I</b>		
	Ability to deal with telephone and personal enquiries courteously.	<b>A/I</b>		
<b>TEAM WORKING</b>	Ability to work in a small team.	<b>A/I</b>		
	Calm, efficient and effective under pressure.	<b>A/I</b>		

<b>MANAGING SELF AND OTHERS</b>	Attention to accuracy and detail. Ability to work methodically.	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Commitment to providing a quality service and maintaining confidentiality of sensitive personal information.	<b>A/I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST *</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. Item	<b>A</b>		

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

#### How assessed

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

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<b>Job title:</b>	Business Support and Democratic Services Assistant	<b>Post no:</b>	AI32
<b>Service:</b>		<b>JE score:</b>	148
<b>Team:</b>		<b>Pay band:</b>	10
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>Add level</b>	
	Customer Service:		
	Team Working:		
	Managing Self and Others:	<b>Add level</b>	
	Can do approach/Results		
<b>REVIEWED BY:</b>		<b>DATE:</b>	
<b>CHECKED IN:</b>	HR	<b>DATE:</b>	
<b>LAST UPDATED:</b>	August 2021	<b>DATE:</b>	