

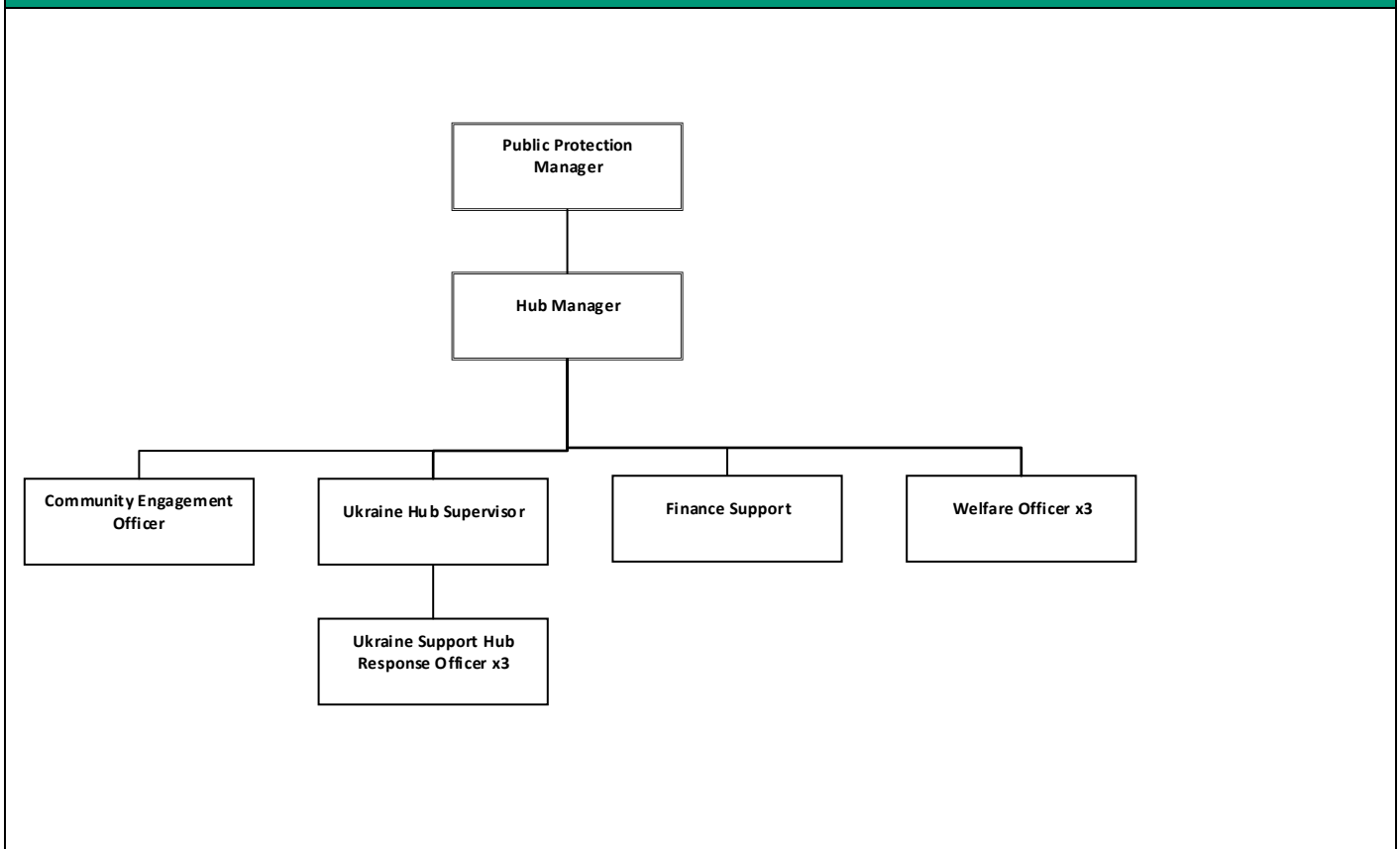
Job Description and Person Specification

Job title:	Ukraine Support Hub Response Officer
Directorate:	Place
Service:	Public Protection Partnership
Team:	
Post number:	
Salary grade:	D
Work location:	Council Offices, Market Street, Newbury
Reports to:	Ukraine Support Hub Supervisor
Supervises:	N/A

Job Purpose

To provide a comprehensive administrative support service to Ukrainian Support Hub.

Structure Chart



Main Duties and Responsibilities

This is a general job description to be used in conjunction with a work programme developed by your line manager.

1. To handle a range of queries from host families and council colleagues by telephone, email and face to face referring to colleagues as appropriate.
2. To provide a range of administrative support to meet the specific requirements and processes of the Hub e.g carrying out DBS verification checks.
3. To create, maintain and update electronic records, ensuring accuracy, confidentiality and security of information and in accordance with data protection guidelines.
4. To collect, process and input data to systems and databases as required to monitor activities within the hub, ensuring accuracy and security, and then to manipulate and extract the information held in order to produce basic reports or analyses as requested.
5. To produce, format and circulate a range of documents using Microsoft Office, including letters, spreadsheets, reports, minutes, ensuring that they are accurate and well-presented meeting specifications and deadlines.
6. To perform a range of financial tasks using Agresso e.g. processing of creditor invoices, preparation of debtor invoices and purchase orders.
7. To contribute as appropriate to the further development of systems and processes by identifying and then pursuing any opportunities for service improvement.
8. To carry out any other duties which may be required commensurate with the role.
9. Promote equality as an integral part of the role, treating everyone with fairness and dignity.
10. Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
11. Adhere to the standards set out in the WBC competency framework.

ADDITIONAL INFORMATION

1. Effective team-working is required at all times to maximize the use of staff resources and skills and to ensure adequate cover.
2. The post holder is required to work flexibly in terms of duties and working hours to meet service requirements.

Scope (impact on/control of resources, people, money etc)

Decisions will be taken continuously about work prioritisation and organization with discussions with the Hub Supervisor

A judgment will need to be made about when to refer queries to another member of staff to give a response due the nature and complexity of the enquiry.

The efficiency and effectiveness of the Hub is necessary to ensure good customer care and to maintain the good reputation of the Council.

Failure to ensure that documentation and data is up-to-date and processed in a timely manner can mean that the function of the Hub can be affected and that the Council is unable to fulfil its' obligation to produce support the Government Project – Homes For Ukraine.

In addition, poor quality data held on the systems, could result in officers making decisions based on incorrect information.

Person Specification

Qualifications	Essential/ Desirable	Internal use only
GCSE English, Math's and ICT or equivalent level of education	Essential	1
Experience		
Two year's office experience	Essential	1
Experience of using electronic databases and information systems	Essential	2
Experience of local government	Desirable	1
Knowledge and understanding		
Good working knowledge of English Grammar	Essential	1
Good numeracy skills	Essential	2
Knowledge of public sector delivery	Desirable	1
Skills and abilities		
Ability to use Outlook, and a web browser to access information	Essential	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	Essential	2
Excellent interpersonal skills	Essential	3
Good keyboard skills	Essential	4
Team working skills	Essential	5
Good organisational skills	Essential	6
Ability to work to tight deadlines	Essential	7
Ability to take accurate minutes	Essential	8
Work-related personal qualities		
Willing to learn	Essential	1
Ability to be flexible	Essential	2
Customer focused	Essential	3
Able to work with infrequent supervision and to prioritise own workload	Essential	4
Prepared to take responsibility	Essential	5
Maintain confidentiality	Essential	6
Quality focused and good attention to detail	Essential	7
Effective team working	Essential	8
Ability to learn and apply knowledge of systems, processes and	Essential	9

procedures		
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfil all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public, providing advice and using any specialist terminology appropriate to the role is essential for the post.		