

Northumberland County Council
JOB DESCRIPTION

Post Title:	Community Safety Assistant	Director/Service/Sector Public Health/Housing & Public Protection/Public Health Protection Unit/Community Safety & Environmental Health	Office Use
Band:	5	Workplace: West Hartford Business Park, Cramlington	JE ref: 4041 HRMS ref:
Responsible to:	Strategic Community Safety Officer	Date: November 2021	

Job Purpose:

To provide effective technical and administrative support to senior staff.
To provide a triage service for Public Protection, providing high quality first line advice for residents of Northumberland
To input contacts with the Service onto software system/database used by the Service
To be the initial contact point for the majority of complaints/requests for service and to appropriately action.
To assist in service delivery, including maintenance of IT systems, processing of invoices, samples, mail and ordering.
Procure and receive goods and services in support of the service.
Where necessary to participate in investigation and enforcement activities
Provide support to the community safety function within the Council and the Safer Northumberland Partnership.
Provide support to management and partners in the organisation of the Domestic Homicide Review process.
Provide support to management and partners in the organisation of the Channel process of PREVENT.

Resources	Staff	Limited supervision of modern apprentices
	Finance	Some shared responsibility for handling payments, processing invoices
	Physical	Day-to-day responsibility for allocated resources, PC, office equipment etc.
	Clients	Frequent contact with service users, Elected Members, Town & Parish councils, key partners including Northumbria Police, and the public. Also, frequent contact with officers across Public Protection and certain other NCC Services e.g., Adult and Children Services.

Duties and key result areas:

1. Undertake the full range of technical and administrative support for the Public Protection Service as necessary.
2. To be the first point of contact for members of the public, business and others with the Service.
3. Provide a Triage service for Public Protection, providing high quality first line advice for residents of Northumberland.
4. Effectively respond to and deal with routine written, telephone, electronic and personal service enquiries from members of the public, professionals and other interested parties, providing service users with information that satisfies their need. This to be undertaken in accordance with the service's established procedures and quality standards.
5. Maintain appropriate work records relating to the work within the area to the required service standards, observing data protection and confidentiality rules and procedures.
6. Undertake information gathering, data analysis, etc. using ICT systems, in accordance with service procedures, to assist in the production of timely and accurate. management information and statistical returns. This research to include monitoring customer care feedback.
7. Assist with research, investigations, enforcement activities, assignments, caseload under the direction of senior staff.
8. To receive goods and services and process invoices for payment, in accordance with financial procedures and regulations and maintain an effective system of financial control for the team, including, ordering, invoicing, purchasing and maintenance of financial records, etc. in accordance with the Council's financial regulations and in consultation with the team manager.
9. To assist in the monitoring of relevant budget headings to ensure effective spend against established targets and compliance with financial regulations.
10. Assist the Tech Support Manager to administer the post system, including the opening, scanning, registering and distribution of incoming, internal and out-going mail.
11. Monitor and maintain adequate supplies of departmental stationery, forms, paper and re-ordering when necessary.
12. Actively apply policies, procedures, strategies and effective communication to bring the service's plans and objectives into effect
13. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote delivery of high quality services.

14. Provide administrative support for meetings for specific areas of the Service for example multi-agency and other Safer Northumberland Partnership, meetings and the typing up thereof.
15. Providing support to management and partners in the organisation of the Domestic Homicide Review (DHR) process. Including asking for, collating, and managing confidential/sensitive data, coupled with the organisation and development of meeting's structures. Use of specialist software system(s) as part of the process.
16. Providing support to management and partners in the organisation of the Channel process as part of the council's statutory PREVENT responsibilities.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Transport requirements:	Mainly office based but occasional travel to work sites, area offices, premises or training venues, throughout the County.
Working patterns:	Normal office hours but flexi-hours may apply, if cover provided by team members.
Working conditions:	Occasional requirement to work outdoors.

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PERSON SPECIFICATION

Post Title: Community Safety Assistant	Director/Service/Sector Public Health/Housing & Public Protection/Public Health Protection Unit/Community Safety & Environmental Health	Ref: 4041
Essential	Desirable	Assess by
Qualifications and Knowledge		
Administration Qualification e.g., NVQ Level 3 or equivalent Good standard of general education with evidence of competence in literacy and numeracy. Understands the relationship between costs, quality, customer care and performance. Comprehensive understanding of Microsoft office tools. Knowledge of the procedural issues relating to community safety. Knowledge of the working of community safety partnerships.	Trained in IT systems for Public Protection services Understands the diverse functions of a large complex public sector organisation. Knowledge of the procedural and practical issues relating to public protection services Thorough knowledge of a broad range of community safety issues Knowledge of the Domestic Homicide Review (DHR) process. Knowledge of the Channel Process of PREVENT.	(a,i)(cert)
Experience		
Experience in assisting senior colleagues with a view to maintaining procedures service standards Experience in applying a range of relevant methods, techniques and/or systems, policies and procedures. Recent previous experience in dealing with relevant service users in a similar context. Experience in engaging effectively with other staff, officers, Elected Members and the public and building productive partnerships. Experience at working with a diverse range of partners Considerable experience of taking meeting minutes and assisting in the preparation of meeting agendas.	Experience in the range of Public Protection services and management. Experience of environmental health enforcement procedures. Experience in Environmental Health and Trading Standards sampling and/or enforcement procedures Experience of community safety including partnership working within a Community Safety Partnership. Experience of the DHR process Experience of the Channel Process within a local government context.	(a/i)
Skills and competencies		
Effective IT skills and able to use IT to achieve work objectives. Excellent customer service skills. Knowledge of use of database software systems Numerate with good communication skills Highly organised and can adopt a logical and rational approach to prioritising their own workloads. A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps senior managers create a positive work culture in which diverse, individual contributions and perspectives are valued Skilled at working with a diverse range of partners Skilled at taking meeting minutes and assisting in the preparation of meeting agendas	Skilled in the use of I.T. software related to specialist public protection services Skilled in use of the Chronolator software system or similar. Skilled in use of the CIVICA software system	(a,i)
Physical, mental and emotional demands		
Normally works from a seated position with some need to walk, bend or carry items.		(a,i)

<p>Visual attention and mental concentration for lengthy periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work.</p> <p>Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers.</p> <p>Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others.</p> <p>Mental demands in the organisation of the Domestic Homicide Review (DHR) process showing independence and initiative to maintain and ensure a well organised and timely process.</p> <p>Frequent emotional demands due to dealing with personal sensitive information sometimes of a disturbing nature during community safety and partnership meetings.</p> <p>Occasional severe emotional demands due to the handling and processing of personal sensitive information often of a very disturbing nature related to Domestic Homicide Reviews and the Channel process.</p> <p>Need to maintain general awareness with lengthy periods of enhanced concentration.</p> <p>Contact with public/clients in dispute with the County Council.</p>		
Other		
Able to occasionally undertake evening early morning work and weekends		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits.