

Role profile description

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| Date | August 2020 |
| Family | Administration Support |
| Role profile level number | 15 |
| Purpose | |
| To provide basic clerical support to one or more individuals or offices. | |
| Role accountability | End result |
| Mail | |
| Distribute and process mail. | <ul style="list-style-type: none"> Efficient distribution of correspondence |
| Document Processing | |
| Carry out basic document processing tasks – such as inputting data, word processing, filing, photocopying and faxing. | <ul style="list-style-type: none"> Deliver outputs to required standards and productivity Support colleagues and team in achieving their objectives |
| Data | |
| Enter standard data to established systems. | <ul style="list-style-type: none"> Accurate upkeep of information and records Allow progress and status to be tracked Allow reports to be run |
| Supplies | |
| Distribute and store basic supplies. | <ul style="list-style-type: none"> Equipment and materials are accessible to colleagues for service delivery |

Customers

Provide standard information in response to internal and external customer queries

- Provide an answer in line with given guidelines
- Provision of customer service to required standard

Nature of contacts and relationship (who and the nature of the communications)

- Typically involves supporting internal customers
- May involve direct contact with members of the public

Working environment context (disruption, physical, disagreeable, health and safety aspects)

- Office or public building based/may involve moving equipment and trolleys and working in archives

Procedural context (creativity, discretion and impact)

- Very little discretion
 - Act within guidelines and standard procedure
- May include cash transactions

Planning requirement

- Working under general direction

Key facts and figure ranges (include likely size of any team managed)

- No people management or budget involvement

Skills, knowledge and qualifications

- No formal qualifications required or preferred
- Basic numeracy and literacy

Equipment operated and essential skills

- Operation of office equipment (e.g. fax, photocopier, scanner)
- Basic ICT skills

Role profile specific behaviours

Introduction

Our behaviours framework describes the actions we believe are at the heart of bringing our values to life at Together Trust. They explain how we should approach our behaviours at work. This is a generic framework designed to introduce the concept of behavioural competencies in a flexible format in the first instance. The behaviours are split into several levels to reflect the different expectations we should have of ourselves and colleagues whatever their role in the organisation.

Positive:

We take pride in celebrating the difference we make

Purpose:

Taking a positive approach which delivers high quality people focused service

- I am clear about my objectives and the standards required and continually strive to improve
- I ask for feedback and act on it to improve performance, learning from both my mistakes and successes.
- I consider the personal needs and requirements of the people I support
- I take into account the impact of my actions on others

Professional:

We act in a fair and respectable way that recognises our collective expertise

Purpose:

Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all

- I recognise my own limits and when I need to ask for help
- I try to be self-aware in my work, reflecting on what I do and my impact
- I offer support to my colleagues to help them succeed in what they do
- I take responsibility for completing my training and development activities

| Passionate: We encourage creative ideas and inspire one another |
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| Purpose: Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience |
| <ul style="list-style-type: none"> • I learn from my experience and other people to improve the way things are done • I share my knowledge and good practice and ideas with others • I look for new ways of doing things and consistently try to improve |
| Supportive: We are considerate and caring towards one another |
| Purpose: Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace. |
| <ul style="list-style-type: none"> • I try to see things from other people's viewpoint and share my views sensitively to build effective working relationships • I treat people with dignity and respect and accept their individuality • I deal sensitively and appropriately with challenging behaviours • I have the courage to challenge any inappropriate behaviour |