



## RUTLAND COUNTY COUNCIL

### JOB DESCRIPTION

**Position Title:** Community Support service Facilitator

**Grade:** 3

**Directorate:** People

**Department:** Community Support Services

**Responsible to:** Team Manager

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#### **Purpose of the Job:**

Under the direction of the Team Manager to contribute to the work of The Community Support Services by carrying out administrative and related duties in accordance with Rutland County Council and Service area policies, objectives and standard requirements. To provide a service to the public in line with the Council's standards of customer service.

#### **Main Responsibilities:**

1. To assist in the preparation of budgets, budget monitoring and year end accounts.
2. To undertake duties in relation to the maintenance of reports and activity data which informs the budgets.
3. To provide administrative support to the multi-disciplinary team including correspondence and record management.
4. To deal with external and internal queries and messages, providing efficient and effective message taking and delivery and referring complex matters.
5. To provide administrative support for the Team Manager of The Community Support Services and other teams when required.
6. To be able to recognise safeguarding concerns and ensure an appropriate response is made following the multi-agency guidelines.
7. To assist with the collation and monitoring of information associated with the Council's Performance Indicators and assist with the preparation of statistics.
8. To be responsible for commitment accounting in the budget and to process invoices/ handle petty cash as required.



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9. To operate departmental computerised systems, (Business world) as required.
10. To undertake word processing of correspondence, reports and other documents to corporate standards and deadlines.
11. To set up spreadsheets or databases, as may be necessary.
12. To maintain the section's filing and record keeping systems.
13. To assist with the administration of incoming post and outgoing post.
14. To produce reports and other documents in formats appropriate to client groups.
15. To arrange meetings and room bookings and take minutes as required.
16. To attend staff meetings and training as required.
17. To respect the confidential nature of the work and protect personal information in accordance with data protection regulations and policies in place

### **Standard clauses:**

To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

### **Behaviours and outcomes:**

Work collaboratively across The Community Care Services to ensure a joined up, consistent service that adds value to people we support.



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To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

### **Dimensions:**

No line management or budget responsibility

## **JOB REQUIREMENTS**

### **QUALIFICATIONS/TRAINING/EDUCATION**

Essential	Method of Assessment *
RSA Stage II Typing and Word Processing or equivalent (to be tested)	A
Good standard of education in English and Mathematics	A

Desirable	Method of Assessment *
Microsoft office accreditation. GCSE grades C or equivalent. NVQ3 in an appropriate area	A

### **EXPERIENCE/KNOWLEDGE**

Essential	Method of Assessment *
Proficiency in Microsoft Word, Excel, Access & PowerPoint 97	A/I
Proficiency in use of the internet and email.	A/I
Knowledge and experience of filing/reference systems and their management, including electronic.	A/I
Experience of data entry for financial records/ budget commitments	A/I



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Desirable	Method of Assessment *
Local government experience	A/I
Knowledge and understanding of latest legislation regarding data protection and freedom of information	A/I
Dealing with petty cash	A/I

### **SKILLS**

Essential	Method of Assessment *
Good oral and written communication	A/I
Ability to deal with the public	A/I
Good interpersonal skills	A/I
Excellent telephone manner	A/I
Committed team member	A/I
Relate well with people at all levels	A/I
Tact and diplomacy	A/I
Flexible approach to work	A/I
Ability to work under pressure	A/I
Accurate data entry	A/I

Desirable	Method of Assessment *
Ability to use initiative	A/I
Highly organised	A/I
Logical and adaptable	A/I
Effective minute taking	A/I



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### EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

### OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

\* A = Application Form    D = Documentary evidence    I = Interview    T = Test

### STRUCTURE

Strategic Director Adults & Health

Head of Community Support Services

Community Support Service Senior Manager

Team Manager

Admin

**NOTE:** These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
21/12/2017	Yes	Tammy Thurley Team Manager
June 2025	No – new template	Tammy Thurley CCS Senior Manager