

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Weight management Support Officer	<b>Grade:</b>	GGS6	<b>Job Code:</b>	LCC498
<b>Service/Team:</b>	Salt Ayre Leisure Centre	<b>Role Type:</b>	FIXED	<b>Reports to:</b>	Weight Management Programme Manager
<b>Line Manages:</b>	N.A				

Job Overview
<p><b><u>Overview</u></b></p> <p>To provide administration support to the weight management project. This will include managing appointments, updating web pages and social media, providing information to service users and supporting the production of performance reports and client monitoring.</p>
Direct Responsibilities
<ul style="list-style-type: none"> <li>To provide administration support to the weight management project. This will include booking and managing appointments, dealing with general enquiries and queries.</li> <li>To provide a friendly, customer focussed approach to service delivery</li> <li>To manage an organised appointment system for services users and The Weight Management Team.</li> <li>To Provide detailed information about the service to a wide range of service users.</li> <li>To set up and maintain electronic and paper filing systems and maintain an up-to-date information base to support project development and delivery.</li> <li>To maintain records to support project managers in ensuring proper financial management and control.</li> <li>To assist the weight management Manager in creating reports for the project.</li> <li>To assemble and compile all evidence required for audit purposes to ensure that the requirements of internal and external funders are fully met.</li> </ul>
Primary Measurable Objectives
<ul style="list-style-type: none"> <li>The efficient and effective operation of office systems including maintenance of office records and filing, both manual and electronic</li> <li>The reception and recording of information, enquiries and compliments and complaints from whatever source including the answering and taking of telephone calls, letters, email and in person</li> <li>To produce marketing materials for the project and provide a vibrant social media presence</li> </ul>

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<b>Staff Management Responsibilities</b>
<b>N.A</b>

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
<b>Specialised Qualifications &amp; Training</b>	<p>4 GCSE's at Grade A-C (including English and Maths) or equivalent qualification/experience.</p> <p>Computer literacy</p> <p>Experience of administration systems and processes</p> <p>Understanding the aims of the Weight Management Programme and the importance of supporting service users effectively.</p>		App Form, Interview, Certificate
<b>Experience</b>	<p>Previous administration experience in a customer-focused environment.</p> <p>Experience of maintaining accurate records, reports and filing systems (both paper and electronic)</p> <p>Experience of providing excellent customer service.</p>	Experience of working in a leisure, health or fitness setting.	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<p>Strong organisational skills with the ability to prioritise workloads and meet deadlines.</p> <p>Ability to work accurately with attention to details.</p> <p>Confident communicator, able to deal with a wide range of service users and colleagues.</p>	<p>Confidence using social media to support service promotion.</p> <p>Awareness of weight management/health lifestyle initiatives or local health pathways.</p>	App Form, Interview

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	Ability to handle enquiries and complaints in a professional manner.		
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<p>Friendly, approachable and customer focused.</p> <p>Positive attitude and flexible approach to work.</p> <p>Reliable, professional and able to work as part of team.</p> <p>Strong interpersonal and communication skills, both written and verbal.</p>	Empathetic and supportive manner when dealing with service users.	App Form, Interview
<b>Special Requirements/Other</b>	n/a		App Form, Interview

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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	