

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Lifeline Administrative Assistant
TEAM: Lifeline
GRADE: 3
SERVICE AREA: Community Partnerships
RESPONSIBLE TO: Lifeline Manager

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. Weekends and evening may be required on occasions.
3. Basic DBS (Disclosure Barring Service) check is required

DATE ISSUED: May 2026

JOB PURPOSE:

To oversee the general administration duties for the Lifeline service including handling customer enquiries via telephone and email, general admin duties and processing invoices. From time to time, you will also support the wider team in helping with installation of Lifeline equipment in people's homes.

PRINCIPAL RESPONSIBILITIES:

1. To accurately process, record, and raise payments within the Council's financial systems, including account closures, query resolution, credit notes, and reimbursements, ensuring all transactions are completed promptly and in line with relevant policies and procedures.
2. To collate and present in an appropriate format information, data and evidence as directed by the Lifeline Manager.
3. Respond appropriately to telephone and email enquiries that come through to the team and ensure they are transferred to the correct department.
4. To help with the marketing and promotion of the service and be responsible for ensuring all marketing information is up to date, and stock is ordered / replenished as required.

5. Act as first point of contact for potential new clients by providing information and marketing materials to promote of the service. Work with the Council's Communications Team to use corporate communication channels to promote the service, such as residents' newsletter and social media.
6. To support the team with identifying opportunities and attending events where the Lifeline Service could be promoted, such as local support networks or community events, sharing marketing materials and information.
7. To order new and replacement Lifeline Units to ensure sufficient stock levels are maintained.
8. To liaise with clients to arrange installations and/or maintenance of Lifeline units in people's homes. With the necessary training the postholder will be required to undertake installations and maintenance checks.
9. To uphold and display the HDC behaviour competency framework to at least level 1.
10. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies.
11. As a term of employment, the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

12. Health and Safety

- To be familiar with and at all times comply with
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE:	Lifeline Administrative Assistant				
TEAM:	Lifeline				
GRADE:	3	WEEKLY HOURS:	18.5hrs	CONTRACT TYPE:	Permanent
ALLOWANCE:	Casual user				

TYPE OF CRITERIA	ESSENTIAL REQUIREMENTS: Minimum requirements for the successful completion of the job	ASSESSMENT A / I / T / E	DESIRABLE REQUIREMENTS: Elements that contribute to improved / immediate performance in the job	ASSESSMENT A / I / T / E
QUALIFICATIONS	English and maths GCSE grade c or above/equivalent	A&E	Formal qualification in Administration such a BTEC and/or NVQ Levels 2 or above	A&E
EXPERIENCE	Previous experience of general administration and invoicing duties	A&I	Previous experience in local government	A&I
	Processing financial transactions and financial information to ensure compliance with set criteria and recognise irregularities	A&I		
	Communicating effectively with confidence, diplomacy and tact, including solving problems and managing challenging conversations	A&I		
	Experience of organising workload, working independently under pressure and managing multiple deadlines	A&I		
	A working experience of following processes and ensuring compliance with policy.	A&I		

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KNOWLEDGE	Working knowledge and experience of using MS TEAMS, Excel, PowerPoint, Word and Outlook and other ICT systems.	A&I	Knowledge of Local government Good Knowledge of how to engage through social media and marketing of services	A & I
	Good knowledge of GDPR and working with confidential information	A&I		A & I
	Interest in working within a telecare service supporting vulnerable people.	A&I		
SKILLS	Excellent Organisations skills: ensuring deadlines are achieved	A&I		
	Good communication skills (written and verbal) using plain English	A&I		
	Excellent Literacy & Numeracy Skills	I&T		
OTHER	Driving license and access to a car to be able to travel as required #	A&I		
Assessment Legend:				
A = Application		I = Interview		E = Evidence (e.g. certificate)
T = Test or Assessment				
N.B. Where more than one assessment stage is indicated against a criteria that criteria must be demonstrated at both stages				

reasonable adjustments will be considered