

Job Family:	Policy & Advisory Front Line – Process Knowledge	Grade:	5
Job Title:	Resources Officer	Directorate:	PH&W
Date:	26 October 2022	Version:	1:1

Role Profile - Details Specific to Job Family

These roles provide a broad service that sets policy and provides advice to support and assure all of the council's day to day activities. They gather information required by other groups to make strategic decisions and translate this into corporate policy and strategic advice. They have little or no direct accountability for outcomes; however, what they are accountable for is the quality of advice they provide to business leaders.

At the lower levels, these roles tend to focus on research and analysis and the interpretation and implementation of policies. At the higher level, role holders set strategy, develop policy and provide assurance across the Council more broadly.

Role Profile - Details Specific to Grade

Operating with limited guidance or instructions so that initiative and judgement are needed to determine and resolve short term (daily) problems.

Roles require a level of administration expertise to support others internally.

Brief Description of job role and department

The post will report to the Cultural Impact Award Engagement Officer to support general administration, including budget processes, minuting and volunteer recruitment within Cultural Services.

The successful candidate will support meetings including preparing documents, setting up invites and taking minutes. The role will be a key member of the operations team to ensure that the service continues to keep a high standard for our customers whilst our data protection policies are maintained.

The postholder will be working with current and new stakeholders, existing voluntary groups, and the Cultural Services team to support new opportunities to contribute to the development of the service.

The postholder will have a significant role supporting administration processes, including meetings, for the Cultural Impact Award (CIA).

Representative accountabilities

- Ensure targets and key performance indicators are achieved;
- Deliver core tasks under the direction of the Operations & Development teams to ensure services run efficiently and effectively;
- Deal with routine issues/problems to ensure customer issues are resolved effectively, escalating when necessary;
- Administration support for the recruitment, training and retention of volunteers across Cultural Services, working with staff across the service, local communities, schools and voluntary sector organisations;
- Complete administration tasks and processes and ensure that you are following the Council's GDPR and policies;
- Allocate straightforward tasks to work experience (including Duke of Edinburgh students) to support with their development;
- Support the Resource Officer to record income, expenditure and other financial transactions;
- Administrative support with departmental projects and service specific activities.

Budgetary accountabilities

There is no budgetary accountability for this role.

Specific accountabilities

- Support to process invoices, raise purchase orders and communicate with suppliers;
- Administrative support to Cultural Services events, including the Cultural Impact Award;
- Support Cultural Impact Award meetings including taking high quality minutes, for distribution to internal and external colleagues and partners;
- Support meetings within the Service and ensure all necessary documents are prepared and available for them beforehand;
- Update data for the services KPIs;
- Supervise a small group of volunteers as needed;
- Ensure statutory requirements and time scales are met, including supporting administration tasks for Freedom of Information Requests;
- Undertake relevant training and understand personal responsibility with regard to confidentiality, data protection and information governance;
- Work with the Operations & Development teams to provide admin support for the development of departmental focussed projects;
- Action correspondence, emails and phone calls;
- Support senior management with preparing documents and suggest areas for review and development;
- Complete mandatory e-learning and training as and when required.

Person specification (knowledge, skills, experience and behaviours required in the role)

- General awareness of the work of Sutton Council's Cultural Services;
- Excellent organisational administrative skills, including the ability to manage different pieces of work simultaneously;
- Excellent written and verbal communication skills and an ability to communicate effectively with a range of people;
- Ability to co-ordinate meetings; ; taking minutes, sending diary invites and supporting the Chair with relevant papers and documents. Experience of using a wide range of IT packages (including G-Suite) in a business environment, and to use these to deliver a cost-effective and customer-focused service;
- Ability to work in a detailed task-oriented environment, delivering high accuracy results to excellent standards;
- Self-motivated, positive, creative & innovative, and able to work on own initiative;
- Ability to work within a diverse team;
- Ability to analyse information;
- Ability to adapt to new ways of working where necessary;
- Ability to provide a customer-focused approach to service delivery, and participate in identifying and implementing opportunities for improving the service;
- Undertake ongoing learning, training and development;
- Able to work accurately and methodically.
- An understanding of the needs of Experience of supporting projects to engage underrepresented sectors of the community;
- Occasionally work outside of usual working hours and at different sites;

- Data Protection - The Council is registered under the Data Protection Act 1984. You must not at any time use the personal data held by the Council for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act then you must contact your Line Manager.
- Health and Safety - Employees must be aware of the responsibilities placed on them under the Health & Safety Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligations under Health & Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.
- Financial regulations - All staff are responsible for the security of the property of the Council, avoiding loss or damage of property and being economical and efficient in the use of resources. Staff should conform to the requirements of Standing Orders, Standing Financial Regulations, or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy
- The post holder will carry out their duties in accordance with the borough's Equalities and Diversity policy and all other borough and departmental responsibilities

