

# Job Description

**Job Title:** Support Services Assistant

**Department:** Environment Department (Natural Environment Division - North London Open Spaces / Business Services Division)

**Grade:** B

**Location:** West Ham Park, with occasional working at Guildhall and other sites

**Responsible to:** Office Manager

**Responsible for:** N/A

**Appointed Candidates Signature:**

*Please sign and date here upon receiving your offer of employment*

**I confirm I have read the Job Description below:**

Full Name: .....

Signature ..... Date: .....

## Introduction

The City of London Corporation manages 11,000 acres of land in and around London that is enjoyed by millions of visitors annually. North London Open Spaces (NLOS) is comprised of a portfolio of some of the United Kingdom's most iconic public urban green spaces. These include Hampstead Heath, Highgate Wood, Queen's Park, and West Ham Park, all of which are award winning.

These spaces are home to spectacular landscapes and vistas, ancient woodland, diverse wildlife, a zoo, world class sporting and athletics facilities, built structures and heritage assets, numerous and varied recreation and play facilities, and other unique offerings that contribute to making London the most liveable large city in the world.

## Purpose of Post

The post offers an opportunity to support and promote some of the UK's most iconic public open spaces and green oases. The post holder will support our team by delivering a customer focused, compliant, high-quality clerical, administrative, technical, financial and responsive service to members of the public and our teams across the North London Open Spaces. Working across the division, the post holder will help to ensure an outstanding and compliant service is delivered.

## **Main Duties & Responsibilities**

1. Build and maintain productive relationships with team members, managers, volunteers, stakeholders, and external agencies. Actively participate in meetings and contribute ideas for support service improvements to enhance operational effectiveness and meet customer needs.
2. Assist in preparing reports and liaising with City Corporation officers, the public, and external organisations.
3. Support the effective running of meetings and fora, including minute-taking.

## **Office Administration**

4. Manage and respond to correspondence, ensuring appropriate and timely responses.
5. Welcome visitors and handle enquiries from various sources, including the press and members of the public to support our customers and wider teams.
6. Maintain effective filing systems, ensuring information is up-to-date and accessible.
7. Update webpages and databases regularly in line with the City of London protocols.
8. Undertake research and project work as requested by senior managers.
9. Collect and analyse monthly data for divisional reports, using appropriate software to display data analysis.
10. Effectively and accurately administer bookings for sports and events ensuring accurate electronic diaries.
11. Handle confidential information and materials in alignment with City Corporation policies and applicable legislation.

## **Finance**

12. Order goods and services using the Corporation's systems and adhere to all financial standing orders.
13. Assist in accurately recording, monitoring, and reconciling income and expenditure.
14. Maintain statistical and performance management information, producing reports as needed.
15. Perform any other duties commensurate with the level of responsibility of the post which may be allocated.
16. Carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation. Take responsibility for the safe keeping of all assets held, adhere to all security standards of the City of London Corporation and encourage others to do so.

17. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
18. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.

# Person Specification

**Job Title:** Support Services Assistant

**Department:** Environment Department (Natural Environment Division - North London Open Spaces) / Business Services Division)

**Grade:** B

**Trent Position number:** TBC

**DBS Criterion:** Basic DBS

**Security Vetting Criterion:** No security vetting is required

**Politically Restricted Post Criterion:** This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

## Professional Qualifications / Relevant Education & Training

1. Educated to GCSE Standard (minimum of 2 GCSEs) or NVQ level 2 or demonstrable relevant experience at an appropriate level. (**A**)
2. High level of numeracy and literacy, including accuracy and attention to detail. (**A, T**)
3. Ability to provide efficient and effective administrative support. (**A, I**)
4. An understanding of the needs, timescales and deadlines of others and how your role impacts others. (**A, I**)
5. Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally. (**I**)
6. Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused, solution-focused support service. (**A, I**)
7. Ability to identify improvements to processes and systems and to share the recommendations with the wider team. (**I**)
8. Ability to work flexibly, balancing competing priorities and meeting deadlines. (**I**)
9. Ability to work as part of a team and a clear understanding of team-working. (**A, I**)
10. Proactive, with a 'can do' attitude to problem solving. (**I**)

## Technical Skills & Knowledge

1. Excellent demonstrable knowledge and application of IT systems and software packages, including Microsoft Teams the wider Microsoft Office suite applications. (**A, T**)
2. Excellent organisational skills with the experience of changing deadlines. (**A, T**)
3. Accurate word processing and data entry skills. (**A, T**)

## Other Relevant Information

This post demands a high level of flexibility, a positive attitude, and ability to adapt to changes due to service needs. This post is office based. Working hours at West Ham Park office are 8.45am – 4.30pm.

## Recruitment – Note to Applicants

***The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.***

***Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.***



# Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

## **Contract**

The position is offered on a Permanent basis.

## **Salary**

The salary range for this job is £31,120 - £34,180 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

## **Pension**

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

**The current employer contribution rate for the City of London is 21%.**

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

## **Hours of Work**

Normal hours of work are 35 hours per week excluding lunch breaks, Monday to Friday 8:45am – 4:30pm with 45 minutes lunch break, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.



## **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

## **Annual Leave**

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

## **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

## **Probationary Period**

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

## **Notice Period**

1 month by either party after satisfactory completion of probationary period.

## **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

## **City Benefits**

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

## **Employee Volunteering Programme**

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.



Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

### **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.