

ROLE PROFILE

Job family	Business Support	Role profile number	BS07-1387	Grade G
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Job purpose: Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

The highest grade within the business support job family. Grade G posts focus on providing a range of advanced administrative tasks and providing information and guidance to both internal and external stakeholders within a general framework. These posts require a higher level of 'Knowledge & Skills' with a good understanding and experience of relevant processes, policies and systems acquired through both formal training and skills obtained in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	HNC or NVQ level 4 in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Good knowledge of other areas of the authority relevant to the service. Good verbal and written communication skills. Accurate with attention to detail. Good organisational skills and the ability to prioritise workloads and achieve deadlines.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Research and analysis of information to highlight and prioritise issues for further investigation. May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service. Issues are highlighted and solutions are recommended on processes and procedures specific to the role. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Behaviours framework	The job holder will have the opportunity in this role to demonstrate all the expected, and be working towards all of the desirable behaviours in the framework. Please refer to Behaviours Framework for a full list of the desirable behaviours required.
Skill Profile	To be demonstrating level 1 "proficient" across the skill area of communication & customer service.
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.

Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Partnership Co-ordinator	
Role profile family:	Business Support	
Role profile number and grade:	BS07-1387	Grade G
Number of posts:	1 (job share 0.4-0.6 FTE, 15-22 hrs per week) 2 year fixed term appointment	
Service/Team:	North Wessex Downs Area of Outstanding Natural Beauty Unit	
Reports to:	Director, North Wessex Downs AONB	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Councils processes and procedures

Service / Function Context

The overall responsibilities of the service/function are:

The North Wessex Downs Area of Outstanding Natural Beauty (AONB) is recognised as one of the UK's finest landscapes, designated by national government under the *National Parks and Access to the Countryside Act 1949*, and subsequently reinforced by the *Countryside and Rights of Way Act 2000*. The statutory protected landscape designation reflects its national importance, and it is also recognised internationally as an IUCN Category V Protected Area. In landscape and planning terms an AONB is equivalent in status to a National Park.

The legislation requires Local Authorities to set out, either singly or in partnership, their policies for achieving the purposes of AONB designation, namely conserving and enhancing natural beauty. The Local Authorities comprising the North Wessex Downs AONB work together across the whole of the AONB rather than just handling their particular part in isolation.

The Council of Partners is an alliance of 26 organisations and individuals including Government agencies and the nine local authorities in the area. It has established the AONB Team which works on behalf of the North Wessex Downs AONB Partnership to produce, review and lead implementation of the statutory five-year Management Plan, as required by s.87 of the *Countryside and Rights of Way (CRoW) Act 2000*.

The Team is hosted by Wiltshire Council on behalf of the AONB Council of Partners.

In addition to partnership working with the nine Local Authorities, the Team works closely with a very wide range of organisations and individuals at local, county, regional and national levels to co-ordinate the production of the Management Plan and the delivery of its objectives and policies. Central to this is guiding and advising local authority partners, along with other 'relevant bodies', on fulfilment of their statutory duty to have regard for AONB purposes under s.85 of the CRoW Act 2000.

All team members require a high degree of ability operate with minimal supervision, exercising their judgment and discretion in the fulfilment of their duties. Influencing and communication skills are crucial to the effective functioning of the partnership, encouraging participation and promoting good practice in this nationally protected area.

The team is led by the Director and comprises a Partnership Co-ordinator, Senior Project Development and Funding Manager, Project Officer, Principal Landscape and Planning Officer, Communications Officer, Information Officer, Farming in Protected Landscapes Officer and Farming in Protected Landscapes Business Support Officer.

Overall management of the postholder is by the Director; however, at the Director's discretion day-to-day supervision may be primarily the responsibility of another member of the Team.

The postholder is required to liaise with a wide range of external organisations and individuals within and beyond the AONB Partnership, as well as within the Team and the host authority:-

- The North Wessex Downs Area of Outstanding Natural Beauty Council of Partners. This comprises an independent Chairman, Natural England, the North Wessex Downs Landscape Trust, 14 members representing Interest Groups, and senior members and officers of the nine partner local authorities, as follows:
Basingstoke & Deane Borough Council;
Hampshire County Council;
Oxfordshire County Council;
South Oxfordshire District Council;
Swindon Borough Council;
Test Valley Borough Council;
Vale of White Horse District Council;
West Berkshire Council; and
Wiltshire Council.
- The Management Working Group for the North Wessex Downs Area of Outstanding Natural Beauty. This comprises 8-10 independent members chosen for their individual expertise.
- External bodies regarding partnership projects, e.g. Wildlife Trusts, Natural England, sister AONBs (etc.).
- The SE&E Protected Landscapes forum and the National Association for AONBs (NAAONB)
- Parish and town councils, community groups and other local organisations.
- External suppliers, particularly specialist professional consultants.

Job Purpose

Specific duties and responsibilities include the following:

Note: the role is currently a job share. Some aspects of the role are covered by both postholders, while they individually take main responsibility for other tasks. Duties and responsibilities in italics below are currently fulfilled by the existing postholder. The principal focus of the new postholder, at least initially, will be on governance and administration. However, applicants will need the skills and experience to enable them to carry out the full range of duties if necessary.

- Provide the first point of contact for the AONB Partnership, external bodies and the public with the North Wessex Downs AONB Team and other staff based at the AONB office, including reception and telephone/email answering and responding to inquiries from the public and others.
- Co-ordinate and manage the Council of Partners, the governing body of the North Wessex Downs Area of Outstanding Natural Beauty - includes providing the secretariat; organisation, agenda management and recording minutes of 3 meetings p.a.; advertising and securing nominations and running elections as required; monitoring and managing individual membership terms; liaison with the Chairman and Director; and maintaining membership lists.
- Co-ordinate and manage the Management Working Group - includes organisation, agenda management and recording minutes of 4 meetings p.a. as well as nominations and appointments as required; liaison with the Chairman and Director; providing the secretariat; and maintaining membership lists.
- Provide additional co-ordination and day-to-day management, administrative and governance support to the Council of Partners, the Management Working Group and any other AONB bodies as required.
- Provide essential support services to the AONB team in its role of engaging, co-ordinating and guiding Partners in the delivery of the North Wessex Downs AONB Management Plan, Corporate Strategy and work programme.
- Organise and run AONB Partnership meetings and events, with support from other team members and volunteers.
- Manage all aspects of the office environment, including cleaning, tidiness, equipment and materials and maintenance, to ensure that it is a welcoming, effective, and professional environment for staff, AONB partners and visitors.
- Lead the Team's liaison with the host authority (Wiltshire Council) for financial accounting, grant claims, staff and systems.
- Ensure compliance with Wiltshire Council's Financial Regulations, Standing Orders and Grant requirements and advise the Director accordingly.
- Provide administrative support to the AONB Team and the Chairman of the Council of Partners, including receipt and dispatch of post; photocopying, filing and management of correspondence and papers.

- Responsibility for the organisation, co-ordination and management of the North Wessex Downs AONB Annual Forum, with support from the Communications Officer and other staff and volunteers.
- Provide administrative support to any sub-licensees in the AONB office, as agreed with those personnel and the Director.
- Undertake and deliver any specific projects and events as set out in the AONB work programme or required by the Director.
- Undertake any other duties applicable to the grade and nature of the post as required.
- *Advise and brief the Director and other staff as appropriate (e.g. the Senior Project Development and Funding Officer) on all matters relating to AONB budgets; in collaboration with the Director develop and manage core and project budgets on the Director's behalf; and prepare regular budget reports and forecasts for meetings of the Management Working Group and the Council of Partners.*
- *To be the SAP requisitioner for both the AONB and other relevant bodies as required and manage the necessary systems to enable prompt and accurate issuing of orders, payment of invoices etc.*
- *Manage day-to-day AONB budget forecasting, authorised spending, financial recording, and reporting as required.*

Person Specification

Specific qualifications, knowledge, and skills required for this role:

- The role involves some work outside normal office hours, including attendance at occasional week-end or evening meetings and events.
- The role entails some lone working, at the AONB office, travelling and on site, sometimes in remote locations.

Essential

- NVQ 4 / HNC level educated or relevant experience.
- At least three years' proven experience of office management and administration.
- Proven experience of regular meeting organisation and minute-taking.
- A demonstrable track record of successfully organising and managing events involving a range of external organisations and the public.
- Proven experience of, and familiarity with, budget management and reporting both on an annual/periodic and day-to-day basis.
- Proven experience in administering ordering/invoice systems.

- A welcoming and personable manner, able to operate comfortably with and alongside a wide range colleagues, external organisations and individuals.
- Diplomatic skills, e.g. when dealing with sensitive issues or difficult individuals.
- Ability to remain patient, calm and professional under pressure.
- An efficient, pleasant and polite telephone manner.
- A good understanding of and commitment to the demands of working within a small team, liaising closely with colleagues and providing support where necessary.
- Self-reliant, able to operate effectively and efficiently without direct supervision and to adapt quickly to changes in circumstances and unforeseen demands.
- Excellent communication skills, including the ability to write letters, emails, web content, minutes and formal reports clearly, concisely and accurately.
- Good verbal communication skills.
- A high level of IT literacy, including in MS Outlook, Word & Excel.
- High levels of literacy and numeracy.

Desirable

- Qualification in office administration.
- Interest in and extensive experience of governance procedures and good practice, preferably relating to public bodies.
- Familiarity with SAP.
- Familiarity with using MailChimp.
- Experience of partnership working and co-ordination.
- Experience of working as part of a small and adaptable team.
- Experience of database management.
- Experience of using web content management software.
- Touch-typing.
- Experience of using social media for business purposes.
- Qualification in book-keeping, accounting and/or organisational and events management.
- Interest in and enthusiasm for landscape, nature and/or heritage conservation and enhancement.

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:

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Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	
Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments, or be a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>
Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>
Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the GCSX network and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>