



ROLE PROFILE

Role Title	Central Services Assistant			Team	Central Services
1. Purpose of the Role	<p>The role of the Central Services Assistant is to support the Chief Executive, Head of Operations, Human Resources and data quality teams with administrative tasks.</p> <p>This will be a varied and multi-faceted role supporting the key back of house teams at Harbour.</p>				
Reports to	HR Officer	Band	2a	Salary	£22,306
2. Principal Accountabilities	<p><u>Admin support for CEO and Head of Operations</u></p> <ul style="list-style-type: none"> Plan and attend meetings as required; producing concise and accurate minutes within agreed deadlines and follow up relevant action points. Supporting the Board of Trustees. Coordinate quarterly trustee meetings, collecting and issuing materials for meetings, acting as a central contact point, preparing and issuing accurate minutes in a timely manner, monitoring agreed actions, and additional administrative support as identified by the Company Secretary (currently the Chief Executive). <p><u>Data Quality</u></p> <ul style="list-style-type: none"> The post holder will support quality assurance certification such as ISO9001:2015 and Data Security & Protection Toolkit to ensure Harbour meets its requirement around compliancy, legislation and polices that underpins its work. The post holder will assist with the monitoring of records and compliance for Harbour including the case management system (Halo). <p><u>Human Resources</u></p> <ul style="list-style-type: none"> Supporting the recruitment process by assisting in advertising new/replacement posts which involves monitoring emails, logging applications, arranging interviews, preparing interview packs, facilitating interviews, assisting with preparing offer paperwork, verifying DBS applications, submitting reference requests etc. Setting up the successful candidates on the HR software and communicating starter information to the relevant Managers. Data entry activities on Civica HR software - to include recording of sickness and preparation of RTW's for the Managers and Team Leaders, monitoring the return of completed paperwork. Filing of HR paperwork Assisting the training team by recording Staff training on Civica. 				
3. Knowledge/Experience/Skills					
<p>Practical knowledge and experience of a HR software package/client management system would be an advantage, however full training will be provided.</p> <p>The post holder will be responsible for identifying opportunities to continuously improve and develop their knowledge, skills and understanding in response to changing environments.</p>					
<p>4. Behavioural Competencies: Role Profiles describe the part people play in an organisation through the work that they do. The role profile focuses on the outcomes and behaviour of the individual. The Agency uses a standard set of behavioural competencies, each has either 4 or 5 levels of competence. The Behavioural Competency Dictionary is available to view on the agency's shared drive.</p>					

Behavioural Competency	Level	Statement (or example for this post)
Achievement	2	Understands and works towards set goals while measuring progress and seeks to overcome obstacles. Positive and enthusiastic about their role and breaks down obstacles.
Analytical Thinking	1	Breaks down issues into component parts, assesses priorities, and reviews data.
Client Focused	1	Delivers a service while considering the stakeholder perspective, resolves problems, builds positive relations and keeps stakeholders informed.
Initiative	2	Is proactive in avoiding imminent problems and capitalise on opportunities while adding value within the remit of role responsibilities.
Flexibility	2	Responds effectively to changing circumstances, adapts to the situation, remains focused when faced with competing demands.
Holding People Accountable	1	Accepts accountability for own actions and performance. Takes an active role in ensuring positive team dynamics.
Values and Ethics	1	Treats others fairly and with respect, identifies ethical dilemmas and conflicts of interest, seeking appropriate support and guidance. Awareness of confidentiality boundaries and reports potential breaches.
Leading and Developing Others	1	Takes a positive role within the team and seeks feedback from others.
Professional Confidence	2	Provides an opinion from area of expertise, makes decisions within own area of responsibility, seeks support when appropriate.
Planning and Organising	1	Identifies requirements and uses available resources to ensure successful completion of tasks.
Self-Awareness	1	Recognises and acknowledges own strengths, limitations and preferences. Identifies opportunities for development and seeks appropriate support.
Team Working	1	Takes a positive role within the team, seeks advice from others, and provides assistance when required. Supports other service areas in absence of colleagues.
Working strategically	1	Works to agreed quality standards and Agency objectives.

I have read and understood the content of this role profile.

SIGNED: _____

DATE: _____

(Post holder)