



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing and Communities
Post Title	Proactive Administrative Assistant
Post Number	TBC
Accountable to	Proactive Team Leader
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	July 2024

Job Description - Principal purpose of job (role summary)

Our Proactive programme is focused on identifying people that may need support and proactively enabling them to access the right help when they need it, with a specific focus on preventing homelessness, enabling people to sustain their tenancies and helping people to move on and resettle

As a Proactive Administrative Assistant the postholder will be part of the Proactive Team, assisting with the identification of residents who may need support accessing the right help, collating target groups and ensuring that we are using the most up to date information.

Working in a methodical way to gather & collate data the postholder will have excellent attention to detail ensuring that the accuracy of their work is paramount.

The postholder will be liaising with residents and landlords both by telephone and in person to assist in the processing of rent in advance/deposit scheme applications for those who are at risk of homelessness & maintaining spreadsheets to record outcomes.

Proactive team members work with residents in Adur and Worthing primarily to maximise the income (through benefit uptake) of those who have been identified as having complex needs and who may be at risk of homelessness.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities
Collate and download data pertaining to groups of residents who have been identified as having specific vulnerabilities and who would benefit from proactive support, cross referencing with multiple internal systems to ensure that the data held is accurate and contact information is up to date .
Liaise with residents and landlords via email, telephone and in person to request evidence to enable an application for a deposit or rent in advance to be processed.
Maintain and update spreadsheets relating to proactive cohorts and accurately record outcomes where appropriate.
Contact residents by letter or e-mail to offer support from the Proactive Case Workers where telephone contact has been unsuccessful.
Contact in house departments, and/or external service providers/partners, in a positive and constructive manner, arranging for their input and/or action in resolving customer queries.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable

adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#) .

Person Specification:

<p>The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.</p>	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE level passes or equivalent education (Maths & English essential) DBS (Basic) 	
Knowledge	<ul style="list-style-type: none"> Knowledge of Google office applications or similar. 	<ul style="list-style-type: none"> Knowledge of Council services

Experience	<ul style="list-style-type: none"> • Telephone and administrative experience in a similar context. 	
Communication	<ul style="list-style-type: none"> • Strong communication skills and the ability to adapt style/content to suit the audience, plus ability to produce high quality written work. 	
Relationship Building	<ul style="list-style-type: none"> • Ability to work well in a team, demonstrating cooperation and supporting skills • Ability to build trusting, collaborative relationships with colleagues and customers 	
Analytical	<ul style="list-style-type: none"> • Good problem solving skills • A methodical approach with strong attention to detail. 	
Planning/ Organising	<ul style="list-style-type: none"> • Organisational skills and ability to maintain attention to detail on a sustained basis 	
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	