

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Management Systems Assistant
<u>PAY BAND :</u>	Band 5
<u>JOB EVALUATION NO.</u>	C2062
<u>REPORTING RELATIONSHIP</u>	The post holder reports to the Building Cleaning & Compliance Officer
<u>JOB PURPOSE :</u>	The post holder is responsible for the control and management of documents within the Audit Management System, ensuring the management and mitigation of insurance claims for a range of services and to support the Audit & Compliance, Playgrounds and Building Cleaning team with administrative tasks.
<u>POST NO.</u>	POS008290
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To assist the Building Cleaning & Compliance Officer in maintaining procedures to ensure that ISO9001 and ISO14001 management systems criteria are continuously met.
2. To be responsible for the daily maintenance of the Quality and Environmental computerised audit management system, which will comprise of inputting data, checking the accuracy and output of all information.
3. Provide timely and accurate reports, review all and collate data via a number of software applications to produce accurate weekly/monthly/quarterly reports for Quality and Environmental System requirements. As required ad-hoc provision of any other relevant information upon request.
4. Responsible for day-to-day handling, control and management of all incidents and insurance claims for a range of services.
5. Liaise with service management, employees, third parties, solicitors and company insurers to ensure that the insurance details are recorded accurately.
6. Liaise with service manager in relation to claims defence and mitigation, including obtaining evidence, making statements, liaising with customers via phone/email/in writing, and also compilation of any data required for Darlington Borough Council or the Council's insurers.

7. Review reports and identify any emerging trends and bring to the attention of the Building Cleaning & Compliance Officer.
8. Create insurance reports to discuss statistics and trends at the risk management group meetings.
9. Liaise with service management for maintaining, updating and reporting on regulatory and statutory requirements for statutory lifting equipment via the Crimson database.
10. For in-house insurance claims collate estimates, obtain authorisation and process payments.
11. Processing of sundry debtors invoices from a variety of sources within stated timescales.
12. Assist in the management and maintenance of the central archive system, ensuring the correct storage, labelling and retrieval of documentation in accordance with legal requirements.
13. Monthly, in accordance with the LAMS schedule, programme an environmental survey, planning coverage of land types. Carry out LAMS survey with an Auditor and input data results.
14. Maintain the calibration database for relevant services within the department.
15. Maintain Car Park monitoring control system for Allington Way and Lingfield Way depots.
16. Maintain a number of inventories across the service area.
17. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
18. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
19. Carry out your role in line with the Council's Equality agenda.
20. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
21. Any other duties of a similar nature related to this post that may be required from time-to-time.
22. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: October 2019

DARLINGTON BOROUGH COUNCIL

PERSON SPECIFICATION

MANAGEMENT SYSTEMS ASSISTANT

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

POST NO: POS008290

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	NVQ Level 2 in Business Administration, IT or Quality Management.		D
	Experience & Knowledge		
2	Approximately 2 years previous experience working in an office providing a broad range of support services.	E	
3	Knowledge and understanding of Quality Environmental/H & S management systems and document control systems.	E	
4	IT literate, capable of using MS Word/Excel.	E	
5	Experience of using a variety of tailored software packages to input, extract, interpret and process data to provide accurate information and detailed reports.	E	
6	Ability to maintain and develop in-house software packages and produce reports.	E	
7	Knowledge and understanding of the principles of Quality Environmental / H & S management systems.		D
8	Knowledge of Local Authority operations and processes.		D
	Skills		
9	Ability to communicate both orally and in writing to a range of internal and external partners, customers and service management.	E	
10	Ability to prioritise a varying workload and have a methodical approach to work.	E	
11	Ability to work successfully as an individual and as part of a team.	E	
12	Ability to compile, maintain and retrieve accurate records.	E	
	Personal Attributes		
13	Ability to work under pressure, determine priorities and meet tight deadlines.	E	
14	Ability to use own initiative and logical reasoning and to develop systems and processes.	E	
	Special Requirements		
15	To be flexible over working arrangements to meet the demands of the service.	E	
16	Capable of independent travel to carry out the requirements of the post.	E	