

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Active Communities Assistant
Grade	PS6	Reports to (role title)	Active Communities Lead
		Directorate/School	Customer, Digital and Transformation
JE Band	192-227	Service/Department	Customers and Communities, Active Surrey
		Date Role Profile was created	18/04/2023

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p><b>Role Purpose</b></p> <p>Develop Active Surrey's new "Access to Cycling" scheme: 1) creating and enhancing pathways within the circular economy for unwanted bikes to be refurbished and redistributed through loan and low cost purchase schemes to targeted populations within the county and 2) supporting children in year 6 to complete Bikeability level 2 through a bike loan scheme with target schools.</p> <p><b>Key Outputs</b></p> <p>Bike recycling:</p> <ul style="list-style-type: none"> <li>- stakeholder/relationship management with key partners in the sector in Surrey</li> <li>- Providing capacity building support to third sector and not-for-profit businesses connected to the circular cycling economy</li> <li>- Logistical coordination between various recycling partners, unwanted bike supply chain and end destinations (shops/bike libraries/end users)</li> <li>- Supporting the development of the cycling circular economy sector in Surrey through networking events and other communications</li> </ul> <p>Bikeability level 2:</p> <ul style="list-style-type: none"> <li>- manage the loan of a pool of bikes (including coordinating maintenance, bookings, delivery/collection) to support target schools to be able to offer bikes to children so they can undertake Bikeability level 2</li> <li>- coordinate the offer of free bikes for "graduates" of Bikeability Level 2 in target schools</li> </ul> <p>General:</p> <ul style="list-style-type: none"> <li>- work with key internal stakeholders (comms, finance, Education, Services for Young People, Adult Social Care. Targeted Youth Support) to identify routes to get bikes to key target audiences, fund bikes for key target audiences, to promote schemes and to demonstrate impact to internal and external stakeholders. Support the team with wider administrative and event support when business needs require.</li> </ul>
<b>Work Context</b>	<p>This role will be a combination of office and home based as well as mobile.</p> <p>The post holder will be the consistent point of contact for a number of key stakeholders and help the whole team understand the access to cycling can play to support a wide range of outcomes/objectives.</p> <p>The post holder will be expected to organise and prioritise their own workload.</p> <p>Their sound knowledge, understanding and experience of community development, allied to their empathy for partners', funders' and participants' needs, will contribute to the efficient delivery of activity.</p> <p>The postholder will need the ability to work across the county in a fast-moving, challenging environment with minimal direct supervision.</p> <p>Flexibility of hours will be required to meet the needs of the programme.</p>
<b>Line management</b>	N/A
<b>Budget responsibility</b>	None

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Provide and manipulate data for statistical purposes and run and present standard reports.</li> <li>• Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity.</li> <li>• Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation.</li> <li>• Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Follow established ordering procedures to ensure adequate resources are available.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues.</li> <li>• Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Guide junior staff in duties to facilitate their development and ensure routines observed.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Relevant HR, management, communication, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline.</li> <li>• Familiar with one or more of the specific processes used in the relevant discipline.</li> <li>• Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures.</li> <li>• Competent in a range of IT tools.</li> <li>• Ability to work with others to achieve objectives and improve customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers.</li> <li>• Good administrative /organisational and analytical skills.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Previous relevant work experience.</li> <li>• Experience of maintaining business processes and systems.</li> <li>• Ability to guide and support less experienced or more junior colleagues (for some roles).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Knowledge and passion for the power of physical activity to support a wide range of health and wellbeing outcomes</p> <p>Experience of providing excellent customer service and working with a range of stakeholders.</p> <p>Experience of community development and project management</p> <p>Experience of partnership working, particularly with voluntary sector organisations</p> <p>Experience working with IT including email, MS Office and other databases.</p> <p>Ability and willingness to work flexibly to support different team members when required.</p> <p>Ability and willingness to work flexible hours, which may include some evenings and weekends and occasional overnight stays.</p> <p>Ability to travel between sites around the county and, occasionally, the country.</p> <p>Enthusiasm and interest in cycling</p> <p>Basic bike maintenance skills</p> <p>Full driving license .</p>

<b>Role Summary</b>	<p>Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office.</p>
<b>Reference Number</b>	BM-2024-151

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