



Directorate:	Operations & Customer Services
Capability Area	Operational Delivery
Job Title:	Operational/Administration Assistant
Grade:	AA

Profession: Operational Delivery

Operational Delivery Profession (ODP) is the largest and most diverse professional community across the Civil Service. ODP applies to all public facing roles / or a role that is primarily aligned to supporting the work of those with public facing roles.

Job Purpose

Provide an efficient and effective service to support the delivery of Operational and Customer Services Directorate (OCSD) Key Priorities, Service Level Agreements, Secretary of State and Agency targets. You will be responsible for handling and storing information securely, ensuring an understanding and adherence to General Data Protection Regulations (GDPR).

Accountabilities

1	Work collaboratively to open, assess, deliver, validate, process/input or scan applications, perform general administration and casework activities, escalating issues when required
2	Offer help and advice to customers, stakeholders and colleagues in a timely and professional manner using various communication channels
3	Support public safety & enforcement by capturing all data accurately and efficiently minimising any potential risks against criminal activities
4	Efficiently operate, maintain and resolve minor hardware/software problems and escalate where appropriate
5	Manage own time effectively and prioritise workloads to meet performance and accuracy targets
6	Take ownership of personal development plans
7	Adhere to Health & Safety and HR Policies, Data Protection (GDPR), Security Policies and understand relevant employment law
	This is an overview of what the job entails but is illustrative rather than exhaustive and the individual will need to be flexible and open to change to meet the needs of the business.

People Manager Accountabilities (Y/N)

N

Qualifications & Professional Memberships

Desirable	
Essential	

CS Behaviour Framework *or applicable framework (Select core Behaviours (max 6))	Behaviour Level (1-5)
Delivering at Pace	1
Managing a Quality Service	1
Working Together	1