

ESSEX CRC

JOB DESCRIPTION

Job Description:	ATW Support Worker
Grade:	Spot Point
Location:	North East Essex Local Delivery Unit
Responsible to:	Manager – Service Delivery
Liaison with:	CRC staff and managers Cullen Mill Other CRC Trusts Other Agencies Members of the Public

DUTIES AND RESPONSIBILITIES

1. To provide specific one to one support to a member of Essex CRC staff, as appropriate.
2. Access databases to gather information, data input and check details.
3. Access and assist with general filing duties.
4. Access and update electronic diaries and calendars.
5. Participate in relevant training events, meetings or work at other offices.
6. General administration duties including typing, photocopying and filing.
7. Using IT appropriately including entering data on to specific Essex CRC and external computer systems, word and excel, along with use of email.
8. Attend regular Local Delivery Unit team meetings.
9. Participate in the supervision and appraisal processes with the line manager and in on-going training and development events in order to develop personal practice and skills.
10. Ensure that all activities are conducted in an anti-discriminatory way in accordance with equal opportunities.
11. Any additional duties which fall within the scope of this role.

KEY FUNCTIONS AND COMPETENCES

VQ UNITS

AA1 Promote equality and value diversity

AE1 Maintain and develop your own knowledge, skills and competence

COMPETENCES: ADMINISTRATIVE STANDARDS:

UNIT L12, UNIT 2

(Level 1): Contribute to the health, safety and security of the workplace:

- Contribute to the prevention of hazards in the workplace (L12(2):1)
- Contribute to maintaining the security of the workplace and its contents (L12(2):2)

UNIT L23, UNIT 3

(Level 2): Contribute to the effectiveness of the workflow:

- Plan and organise own work schedule (L23(3):1)
- Obtain and organise information in support of own work activities (L23(3):2)
- Obtain and maintain physical resources to carry out own work (L23(3):3)

UNIT L24, UNIT 4

(Level 2): Create and maintain working relationships:

- Establish and maintain working relationships with other members of staff (L24(4):1)
- Receive and assist visitors (L24(4):2)

UNIT L25, UNIT 5

(Level 2): Store, retrieve and supply information:

- Maintain an established storage system (L25(5):1)
- Supply information for a specific purpose (L25(5):2)

UNIT L26, UNIT 6

(Level 2): Maintain data in a computer system:

- Input data and text into a computer system (L26(6):1)
- Locate and retrieve data from a computer system (L26(6):2)
- Print documents using a computer system (L26(6):3)

UNIT L27, UNIT 7

(Level 2): Prepare documents:

- Respond to correspondence (L27(7):1)
- Prepare a variety of documents (L27(7):2)

UNIT L28, UNIT 8

(Level 2): Receive and transmit information:

- Receive and transmit information electronically (L28(8):1)