

HAMPSHIRE COUNTY COUNCIL

**Data Protection Act 1998.** This form will enable us to process any information you contribute to the role profiling process and will be used by Hampshire County Council evaluation panels for job evaluation purposes. At a later date, the information will also be used in other personnel areas, e.g. performance development review, induction, and training and development Processing of information includes storage of records electronically and in hard copy format. Personal data will only be made available to Hampshire County Council staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.

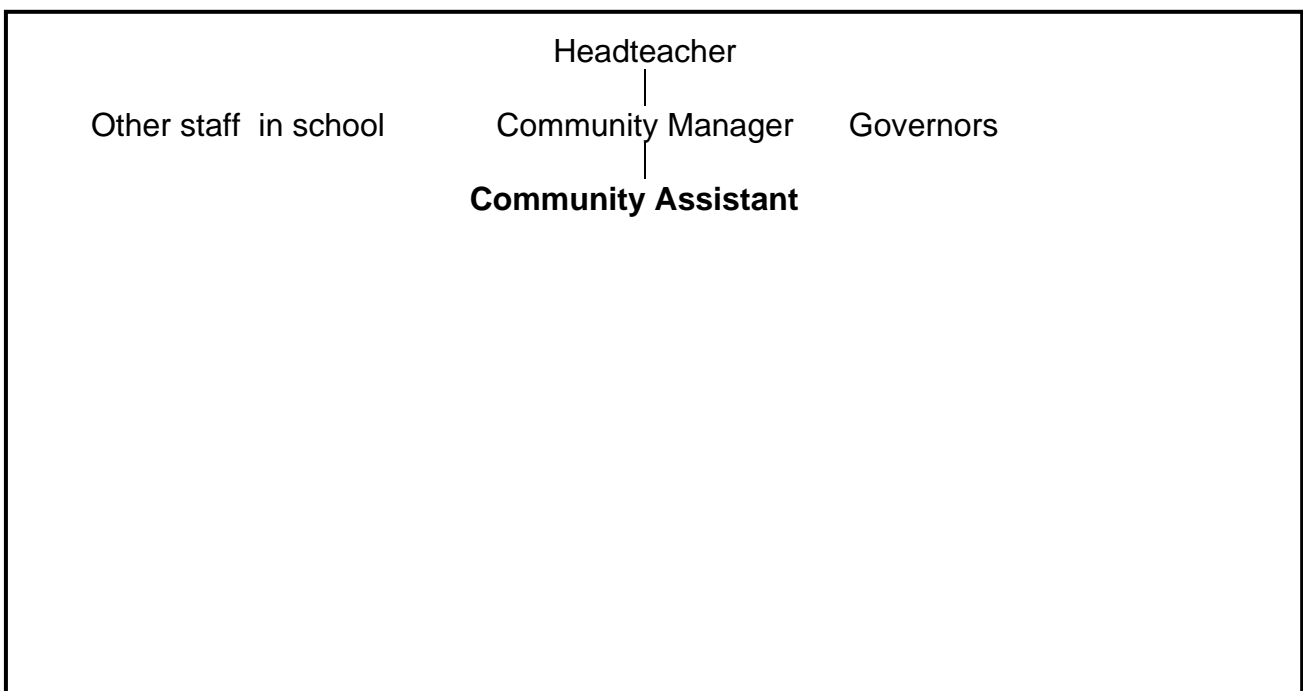
**ROLE PROFILE FORM**

**Section A**

<b>Role Profile Ref:</b>	02002
<b>Department/Section:</b>	Education/ Adult and Community learning (schools)
<b>Role Title:</b>	Community Assistant (In some schools this post may be Community Administrator)
<b>Reports To - (Supervisor/manager's role title) :</b>	Community manager or Finance/Administration Manager
<b>Role Purpose:</b> (why the role exists)	To deal with the public on a day to day basis answering queries, concerns and taking bookings.

**Section B Organisation**

*Please provide a simple line drawing indicating where the role sits within the organisation in the box below. (See guidance notes with regard to the use of formal organisation charts).*



**Section C**

**ROLE REQUIREMENTS**

*This involves identifying the most significant responsibilities of the role. Accountability statements are key functions of the role which in combination make up the main purpose.*

<b>Accountabilities</b>	<b>Accountability Statements</b>	<b>% of Time</b>
<b>CUSTOMERS</b>	Communicate face to face and over the telephone using their customer care skills to relay information and assist with queries and bookings in order to provide a complete service to ensure a valued happy and satisfied customer.	60
<b>DATA INPUT</b>	Input data into a computer programme and produce appropriate reports and statistics in order to facilitate the best use of the services, resources and site.	20
<b>SITE STAFF</b>	Liase with School office staff, Site staff and Tutors to ensure appropriate equipment and resources are available in order to provide a smoothly organised service to the customer.	10
<b>FINANCE</b>	Collect, receipt and record all monies taken in order to ensure a well run financial system.	5
Corporate and statutory initiatives - equalities/health and safety/e-government/sustainability	Awareness of health and safety provisions	5

**Section D -The key decision making areas in the role**

- Changing venues if a situation arises necessitating this event, this would be done in discussion with site staff.

**Section E - The role dimensions - financial (e.g. budgets) and non-financial (e.g. units, workload, customers/staff)**

- Office based – see community managers post

**Section F - The main contacts – external/internal customer contacts and purpose**

- Community Office staff – team
- Site staff – team
- Customers – reason for being there
- Tutors – supporting role

**Section G – Working conditions – environment, and physical effort or strain.**

- Vary from post to post, i.e. could be very part time/casual or full time working shifts.

**Section H - Context/additional information**

