

Job Description

Job title	Scanning and Indexing Assistant
Directorate	BUSINESS: Business Support Department
Team	Council Tax and Business Rates
Grade	MPR 2
Reports to	Principal Systems Support Officer

Main purpose of the job:

Provide a specialist, service-specific scanning, indexing and general administration service to the Revenues and Benefits team.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Provide a service-specific scanning and indexing service to support the Revenues and Benefits teams and ensure performance levels are met.

Carry out general administrative duties, including post collection, sorting and delivery, minute taking, document disposal and updating procedure notes, to ensure the efficiency of the team and meet all data protection requirements.

Deal efficiently and courteously with queries for information to support the Revenues and Benefits teams.

Carry out data processing duties, such as downloading files, to support the Revenues and Benefits teams.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.



Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Principal Systems Support Officer.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

Working Style:

Hybrid working – a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

The post holder may be based at home and travel to other sites as and when required as part of their duties.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Five GCSEs Grade 4 or above to include Maths and English or equivalent related and relevant experience.

Knowledge

Level A

- Know how to solve problems relating to scanning and indexing.

Level B (in addition)

- Know how to provide and maintain adequate up to date records.
- Awareness of confidential waste requirements.

Level C (in addition)

- Knowledge of the requirements related to confidential waste.

Experience

Level A

- Ability to scan and index varying information types.
- Ability to provide and manage data within Excel spreadsheets.

Level B (in addition)

- Competent in scanning and indexing information and able to organise information appropriately with limited support.

Level C (in addition)

- Able to competently resolve issues and liaise with engineers relating to scanning equipment.

Skills

Level A

- Awareness of IT systems and their application.

Level B (in addition)

- Proficient in the use of Microsoft Word, Excel, and Outlook.
- Able to remain calm and think clearly under pressure.



- Understanding of team working and the part they play in ensuring objectives are met.

Level C (in addition)

- Understanding of team/customer needs and being able to manage their expectations.
- Able to undertake role of workplace buddy for new starters.