

Administration Officer Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

We would like to thank you for your interest in the Administration Assistant role within Sefton Council's Housing Advice Support and Welfare Rights Team.

This is an exciting opportunity to support a wide range of community services and play an important role in helping things run smoothly across the team.

This role is ideal for someone who is organised, adaptable, and enjoys working in a busy environment. You will provide high-quality administrative support, including managing multiple inboxes, arranging meetings, raising invoices, and acting as a professional first point of contact for colleagues and members of the public.

We are looking for someone with excellent organisational and communication skills, strong attention to detail, and a positive, can-do attitude. Discretion is essential, as you may be required to handle sensitive information.

If you take pride in your work, enjoy supporting others, and are motivated to make a difference, we would be delighted to hear from you.

The Job Description and Person Specification are included within the job pack. Please review these carefully and ensure your application demonstrates how you meet the required criteria.

If, after reading the pack, you feel this opportunity is right for you, we look forward to receiving your application.
Best of luck!

Sue Ashe
Housing Advice & Welfare Rights Manager



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

This is a pivotal role and provides a vital cross-service administrative function supporting the delivery of the wider Housing Advice, Housing Support and Welfare Rights team portfolio. You will contribute to the efficient operation and development of a diverse range of services, including:

- Homelessness
- Housing Advice
- Welfare Rights
- Resettlement

Working as part of a collaborative team and reporting to the Housing Advice & Welfare Rights Manager, you will ensure high-quality administrative support across services, contributing to positive outcomes for communities across Sefton.

**Key Responsibilities Include;**

- Delivering a wide range of administrative, clerical, and financial tasks, including use of our financial systems for raising and paying invoices.
- Management of multiple service inboxes, ensuring timely and accurate responses.
- Maintenance and updating of records, databases, and electronic filing systems in line with council processes.
- Arranging meetings, and coordination of room bookings.
- Supporting with the preparation of documentation and materials for meetings and events.
- Taking accurate minutes and providing follow-up administrative support.
- Ensuring compliance with GDPR, data protection principles, and confidentiality requirements.
- Exercising discretion when handling sensitive information, recognising legal and organisational responsibilities.
- Assisting in the production, monitoring, and analysis of performance data and service indicators.
- Working flexibly to support different locality offices and service priorities where required.



Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.



- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Friday, 2nd October 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are Monday, **12th October 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.



Appendix A – Job Description and Person Specification

Directorate:	Operations and Partnerships
Department:	Communities
Location:	Magdalen House, Bootle/Hybrid
Division:	Housing Advice, Support and Welfare Rights
Post:	Administration Assistant
Grade:	D £25,583 to £25,989
Reporting to:	Housing Advice & Welfare Rights Manager

Purpose of the Role

To provide cross service administrative function, as directed, working co-operatively as part of a team to provide general administrative support for the Housing Advice, Support & Welfare Rights Team

Contribute to the general development and delivery of the service.

MAIN DUTIES

1. Undertake appropriate administrative, clerical, and financial procedures, to include use of our systems Agresso and I Want Finance.
2. Input and maintain record keeping within the relevant council information management systems /filing systems and databases.
3. Ensure all record keeping complies with data protection principles and requirements.
4. Coordinate diary and meeting arrangements, room bookings and preparation of materials to support a meeting or event.
5. Act as a point of contact for the service including general telephone enquiries in a professional and welcoming manner redirecting enquiries of a more complex nature to the appropriate officers, professionals and partners.
6. Assist in the production, analysis and monitoring of information on performance indicators and other relevant measures, as required.
7. Engage within the development of the service and Continuing Professional Development through PDR, team training, service meetings and council events.



8. Ensure that client information data is lawfully gathered, accurate, up to date and only divulged in accordance with data protection principles and the local government common law duty of confidentiality. Failure to apply these duties can lead to the individual or the Department facing legal court proceedings.

SPECIAL CONDITIONS

1. The post holder may be required to provide administrative support between locality offices and delivery points depending on the needs of the service.
2. Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.
3. Undertake, and participate in training, coaching and development activities, as appropriate

GENERAL REQUIREMENTS

The nature of the post will require flexibility to meet administrative needs as they arise. The job description is therefore not intended to be exhaustive. The post holder will be expected to undertake duties which may be varied subject to the needs of the service and in keeping with the general profile of the post and grade.

Comply with individual legal responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a healthy and safe working environment

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

PERSON SPECIFICATION

Post: Administration Assistant

Department: Communities

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualifications</u>		
Literate and numerate	E	AF I
Computer qualification e.g. ECDL, CLAIT	D	AF
<u>Experience</u>		
Experience of using IT systems to maintain accurate records and management of data	E	AF I
<u>Knowledge / Skills / Abilities</u>		
Excellent interpersonal skills to communicate effectively with the wider community and external partners.	E	AF I
An ability to develop a good working relationship with colleagues and partners to deliver a co-ordinated response	E	AF I
A good working knowledge of the activities provided within the Housing Advice, Support and Welfare Rights Team	E	AF I
Ability to develop working knowledge of all systems and practice within the areas of service delivery.	E	AF I
Customer Service commitment to 'Making Every Contact Count' approach	D	AF I



Knowledge of information management and governance protocols including General Data Protection Regulation	E	AF I
An understanding safeguarding procedures	D	AF I

Assessment Methods**AF: Application Form****I: Interview****C: Certificates**

