|  |
| --- |
| Single Point of Access Officer x 2  Job Reference: REQ005173  Service: Integrated Adult & Community Services  Section: Community Wellbeing, Information, Advice and Assistance  Location: Coed Pella, Colwyn Bay  Salary: G04 £22,777– £24,054 per annum  Hours and Basis: 37 hours per week, permanent  Welsh Language Skills:  The ability to communicate in English is essential and the ability to converse at ease with customers in Welsh is essential for this post.  Manager details for informal discussion regarding the post:  [Vanessa Williams 01492 577701 [vanessa.williams@conwy.gov.uk](mailto:vanessa.williams@conwy.gov.uk) ]  Conwy is committed to equality of opportunity and we welcome applications from all sections of our community. There is an option for disabled people to apply on different formats. Please contact the HR Team on 01492 576129 for further advice.  Candidates must complete our application form to be considered. CVs by themselves will not be accepted. If you have not received an interview invitation within three weeks of the closing date, you must assume that you have not been short listed for interview.  Conwy is committed to safeguarding. Qualifications and references will be verified. |

|  |
| --- |
| We are looking for a top notch administrator, with a background in dealing with high volume workload and juggling conflicting demands.  Are you organised? Great at talking to people on the phone? A supportive team player? Used to working at pace? Then we could have the job for you!  The Single Point of Access Team is part of the Information, Advice and Assistance service which helps members of the public, their families and any professionals supporting them, to access the right information at the right time.  Are you good at getting the best information out of people to respond to their query quickly? We will provide you with training, and support you to learn who to signpost these customers to. You’ll need personal resilience, but we will help you to gain confidence in dealing with challenging situations.  The ability to communicate in English is essential and the ability to converse at ease with customers in Welsh is essential for this post.  If you’re interested in this role, please contact Vanessa Williams to discuss your application on 01492 577701 or email vanessa.williams@conwy.gov.uk.  When completing your application form, please provide examples evidencing your experience.  Due to the nature of the work, it will be necessary to obtain a satisfactory disclosure from the Disclosure and Barring Service (DBS). |
| Conwy County Borough Council is committed to its Welsh Language Standards. We welcome applications in both Welsh and English and application forms received in either Language will not be treated less favourably than each other.  In promoting Equal Opportunities, Conwy welcomes applicants from all sections of the community. All Disabled applicants who meet the essential job requirements will be guaranteed an interview. The Council will provide appropriate additional work facilities for disabled applicants. |

|  |
| --- |
| Work life Balance  We promote and understand the importance of a positive and healthy work life balance. Employees working for us will benefit from 8 bank holidays per year and an attractive entitlement of;   * On appointment 26 days * After 5 years continuous service 31 days * After 10 years continuous service 33 days   Part-time employees have annual leave and bank holidays calculated on a pro rata basis.  We also consider a range of flexible working options including:   * Job sharing * Reduced hours and part time working * Term-time only contracts * Compressed hours * Flexi-time scheme * Family friendly & special leave policies   Local Government Pension Scheme  All employees are automatically opted into the Local Government Pension Scheme. More information can be found on:  <https://www.gwyneddpensionfund.org.uk/en/Prospective-Members/Reasons-For-Joining.aspx>  Health & Wellbeing  Your health & wellbeing is important to us and we are committed to promoting a culture where the health and wellbeing of employees is supported. You will benefit from:   * Occupational sick pay * Free access to round the clock Employee Assistance Program for advice and support * A comprehensive Attendance Management Policy to support and help individuals whilst at work, when sick and returning to work.   Conwy Rewards and Vectis Card  Conwy Rewards is a one stop shop for all of Conwy’s staff benefits including salary sacrifice cars from Tusker, Cycle to Work, cashback healthcare, long service awards, discounts plus much more.  You can save using online discounts, discounted gift vouchers, cashback and in store discounts with your Vectis Card. This includes high street shops, cinemas and restaurant discounts through to money of motoring, insurance, hotels and holidays. |