

JOB DESCRIPTION

Post Title: Administration Manager	Director / Service / Sector: Children's Social Care			Office Use:
Band: 5	Workplace:			JE ref: 4177
Responsible to: Band 7/8 Admin Manager	Date: July 2022	Manager Lever:		HRMS ref:
Job Purpose: To organise and manage the provision of administrative support to senior colleagues by undertaking a wide range of administrative tasks. Ensure administrative and associated tasks/procedures are followed at all times maintaining a high quality of service				
Resources	Staff	Band 3 and 4 administrative staff	Finance	Handling cheques, invoices, small amounts of petty cash
	Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling & processing of confidential information. Ordering & stock control.	Clients	Reception / telephone - first point of contact / directing members of the public / service users. Dealing with the general public and clients of the Council.
Duties and key result areas:				
<ol style="list-style-type: none"> 1. Assist, organise and supervise the work of a small group, team, or staff, providing clear guidance and supervision to achieve service objectives and quality standards 2. Arrange and occasionally attend meetings taking accurate and comprehensive notes as required using a variety of recording and transcription 3. Oversee the typing of meeting minutes, case supervisions, notes, and actions for subsequent uploading to various databases and issue once approved 4. Direct the preparation of material for committees, working groups, team, and strategy meetings 5. Oversee the establishment of meetings both internally and externally, ensuring invites are issued, rooms booked using MS Outlook, MS Teams, telephone, etc 6. Supervise and assist with data entry into spreadsheets, databases and other electronic information storage systems, extract and distribute information as directed whilst maintaining confidentiality in accordance with General Data Protection Regulations 7. Ensure monitoring of email accounts for Administration and Secure mailboxes, enquiries sifted, information and messages relayed on time, enquiries appropriately re-directed for action 8. Manage the provision of reception duties, first point of contact by phone or in person to staff, members of the public, visitors, service users and clients 9. Arrange and manage recruitment support activities, Disclosure & Barring Service applications; equipment for new staff i.e. laptop, mobile phone, IT access, identity card, access to systems, Corporate Induction; training and development of less experienced colleagues; acting as coach and mentor as necessary 10. Supervise and assist as required with the provision of general office support, handling mail, filing, photocopying, document collation, fax, lamination, binding, maintaining, and issuing stock iaw corporate & service standards 11. Respond to more complex and detailed enquiries both verbally and in writing 12. Oversee the production of job sheets, rotas, Genograms, format reports 13. Control the arrangement of transport i.e. taxis etc., for staff, translators, emergency care workers 14. Process account for payment, reconcile errors and omissions and liaise with suppliers as necessary. Handle cheques, small amounts of petty cash, and the processing of invoices 15. Liaise with Service clients using a variety of social media i.e. Facebook, WhatsApp, Twitter etc 16. Maintain an active interest in your place of work, reporting and recording any building maintenance, cleaning, or security issues for resolution 17. Undertake any other duties and responsibilities commensurate with the nature, level, and grade of the post. 18. Manage and ensure that there are appropriate health and safety processes in place for the management of buildings. 				
*The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post, and the grade has been established on this basis.				
Work Arrangements				

Transport requirements:	Occasional need to travel to other service locations to attend meetings, conferences, provide cover etc
Working patterns:	Day work with flexible working hours applicable
Working conditions:	Minimal exposure to disagreeable, unpleasant, or hazardous conditions

PERSON SPECIFICATION

Post Title: Administration Manager	Director/Service/Sector:		Ref: 4177
Requirements	Essential	Desirable	Assess by
Knowledge and Qualifications	<ul style="list-style-type: none"> • Good general education demonstrating numeracy & literacy • NVQ Level 3 or equivalent in a business-related discipline • Experience in taking and typing minutes • OCR/RSA II or equivalent in typing, text or word processing 	<ul style="list-style-type: none"> • Knowledge of Local Authority procedures 	
Experience	<ul style="list-style-type: none"> • Considerable experience in a similar role covering a broad range of support tasks and procedures • Previous experience of supervising staff, including recruitment and appraisals • Experience of working face to face with the public • Experience of financial systems and providing budgetary information to a high standard • Experience in using Microsoft Office applications and Microsoft Teams 	<ul style="list-style-type: none"> • Previous Local Authority experience in an administrative role 	
Skills and competencies	<ul style="list-style-type: none"> • Good interpersonal skills and organisational skills • Good verbal and written communication skills • Experience in the use of Microsoft Office (Word, Outlook, PowerPoint and Excel) and Microsoft Teams • Ability to plan and prioritise work whilst working to deadlines • Ability to remain calm and polite under pressure • Exercises due care and attention to detail • Maintain strict confidentiality at all times • Reliable and keeps good time • Promotes equal opportunities and diversity in all aspects of work 	<ul style="list-style-type: none"> • Experience working with the public 	
Physical, mental, and emotional demands	<ul style="list-style-type: none"> • Works in a seated constrained position. Some standing, walking, stretching & lifting • Regular periods of concentrated mental attention with some pressure from deadlines, interruptions, and conflicting demands • Contact with the public may result in some emotional demands • Minimal exposure to disagreeable, unpleasant, or hazardous conditions 		
Other	Flexible approach to work		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits