

JOB DESCRIPTION

Post Title:	Administrative Assistant 3	Director/Service/Sector Corporate Services/Information Services		Office Use
Band:	3	Workplace:		JE ref: 3447 HRMS ref:
Responsible to: Printroom Supervisor/ICT Practitioner		Date:	Lead & Man Induction:	
Job Purpose: Assist with the organisation and provision of general support to senior colleagues by undertaking a range of administrative tasks				
Resources	Staff	None		
Finance	None			
Physical	Careful use of PC and shared responsibility for other office/print finishing equipment provided. Handling and processing deliveries, lifting and handling stock control.			
Clients	None.			
Duties and key result areas:				
<ol style="list-style-type: none"> 1. Assist with the organisation of the work of a small group or team of staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards. 2. Undertakes all associated tasks relating to the printing service. 3. Individually and as part of the team provide general office support, handling mail, dealing with callers/visitors, filing, photocopying, collation, fax, lamination, binding, maintaining and issuing stock in accordance with corporate and service standards. 4. Use administrative systems in order to meet specific local requirements. 5. Maintain information systems such as filing, service, client or asset records, scanning and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use. 6. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine queries and problems. 7. Prepare material for committees, working groups, team meetings. 8.. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post. 				
Work Arrangements				
Transport requirements:	Occasional need to travel to other service locations to provide cover, collect documents from Archives, attend training etc.			
Working patterns:	37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.			

Northumberland County Council

PERSON SPECIFICATION

Post Title: Administrative Assistant 3	Director/Service/Sector:	Ref: 3447
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. NVQ Level 2 or equivalent in a business related discipline.	A knowledge and understanding of the directorate's services.	
Experience		
Considerable experience in a similar role covering a broad range of support tasks and procedures Experience in using office applications on a personal computer.	Experience of the directorate' services. Experience using Microsoft Office.	
Skills and competencies		
Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate numerical data using all arithmetic functions. Ability to organise self and work without constant supervision. Skilled in using office applications on a personal computer. Able to apply technology in new work-related situations. Able to follow instructions and procedures without constant supervision. Ability to form appropriate relationships quickly. Works in a systematic and orderly manner. Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment.	Advanced skills in Microsoft Office.	
Physical, mental, emotional and environmental demands		
Usually works in a seated position. Some standing, walking, stretching or 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. Is aware of Health and Safety issues. Is able to work in a team. Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
Motivation		
A commitment to providing a quality administrative support service. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.		
Other		

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