

JOB DESCRIPTION

Post Title: Administration Assistant		Director / Service / Sector: Children's Social Care			Office Use:	
Band: 3		Workplace:			JE ref: 4179	
Responsible to: Admin Manager		Date: July 2022		Manager Level:		HRMS ref:
Job Purpose: Assist with the organisation and provision of general support to senior colleagues by undertaking a wide range of administrative tasks. Contribute to the delivery of a high-quality and efficient administrative service.						
Resources	Staff	A small number of staff as necessary during staff holidays and absences	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: 1. Assist with the organisation of the work of a small group, team or staff, under clear guidance and supervision to achieve service objectives and quality standards 2. Attend meetings taking accurate and comprehensive notes as required using a variety of recording and transcription methods 3. Type meeting minutes, case supervisions, notes, and actions for subsequent uploading to various databases and issue once approved 4. Prepare material for committees, working groups, team, and strategy meetings 5. Enter data 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 6. Monitor email accounts for Administration and Secure mailboxes. Sift enquiries, ensuring information and messages are relayed on time, and enquiries are appropriately re-directed for action 7. Organise and set up meetings both internally and externally, issue invites, book rooms using MS Outlook, MS Teams, telephone, etc 8. Provide reception duties, acting as first point of contact by phone or in person to staff, members of the public, visitors, service users and clients 9. Produce job sheets, rotas, Genograms, format reports 10. Handling cheques and small amounts of petty cash, and the processing of invoices 11. Assist with recruitment support activities, arranging 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 12. Arrange transport i.e. taxis etc., for staff, translators, emergency care workers 13. Individually and as part of the team provide general office support, handling mail, filing, photocopying, document collation, fax, lamination, binding, maintaining and issuing stock iaw corporate & service standards 14. Liaise with Service clients using a variety of social media i.e. Facebook, WhatsApp, Twitter etc 15. Maintain an active interest in your place of work, reporting any building maintenance, cleaning, or security issues to manager / supervisor 16. Undertake any other duties and responsibilities commensurate with the nature, level, and grade of the post. *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 Assistant	Director/Service/Sector:		Ref: 4179
Requirements	Essential	Desirable	Assess by
Knowledge and Qualifications	• Good general education demonstrating numeracy and literacy • OCR/RSA II or equivalent in typing, text or word processing • NVQ Level 2 or equivalent in a business-related discipline	• Experience in taking minutes • NVQ Level 3 in a business-related discipline • Knowledge of Local Authority procedures	
Experience	• Previous experience in a similar role covering a broad range of support tasks and procedures • Experience in using Microsoft Office applications and Microsoft Teams	• Previous Local Authority experience in an administrative role	
Skills and competencies	• 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	• Experience working with the public	
Physical, mental, and emotional demands	• 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