

JOB DESCRIPTION

Post Title: Administration Assistant		Director / Service / Sector: Children's Social Care			Office Use: JE ref: 4463 HRMS ref:
Band: 3		Workplace:			
Responsible to: Project Support Officer/Service Manager		Date: June 2024	Manager Level:		
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: <ol style="list-style-type: none"> 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/notes, and any follow up actions as required. 4. Prepare material for public consultations, committees, working groups 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. Organise and set up meetings both internally and externally, issue invites, book rooms using MS Outlook, MS Teams, telephone, etc 7. 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 8. Maintain information systems such as filing, service, client or asset records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use. 9. Handling cheques and small amounts of petty cash, and the processing of invoices. 10. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed. 11. Respond to more complex or detailed enquiries both verbally and in writing. 12. Individually and as part of the team provide general office support, handling mail, filing, photocopying and document collation in accordance with corporate and service standards 13. Maintain an active interest in your place of work, reporting any building maintenance, cleaning, or security issues to manager / supervisor. 14. Undertake any other duties and responsibilities commensurate with the nature, level, and grade of the post. <p>*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.</p>					
Work Arrangements					
Transport requirements: Working patterns: Working conditions:		Occasional need to travel to other service locations to attend meetings, conferences, provide cover etc Day work with flexible working hours applicable Minimal exposure to disagreeable, unpleasant, or hazardous conditions			

PERSON SPECIFICATION

Post Title: Administration Assistant	Director/Service/Sector:		Ref:
Requirements	Essential	Desirable	Assess by
Knowledge and Qualifications	<ul style="list-style-type: none"> • Good general education demonstrating numeracy and literacy including standard pass or above in English and Maths • OCR/RSA II or equivalent in typing, text or word processing • NVQ Level 2 or equivalent in a business-related discipline 	<ul style="list-style-type: none"> • Experience in taking minutes • NVQ Level 3 in a business-related discipline • Knowledge of Local Authority procedures 	
Experience	<ul style="list-style-type: none"> • Previous experience in a similar role covering a broad range of support tasks and procedures • 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