

Northumberland County Council
JOB DESCRIPTION

Post Title: Admin and Finance Assistant		Director/Service/Sector Public Health, Inequalities & Stronger Communities	Office Use
Band: 3		Based at County Hall or Unit 7 Cramlington	JE ref: 4353 HRMS ref:
Responsible to: Business Support Manager		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 to support a range of Services within the Directorate			
Resources	Staff	None	
Finance	Handling payments, cheques, invoicing and assisting with financial transactions & monitoring		
Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Ordering and stock control.		
Clients	Frequent daily contact with Managers, NHS, Service Users and members of the Public		
Duties and key result areas:			
<ol style="list-style-type: none"> 1. Assist with more complex support work to investigate, collate, record, monitor, manipulate, extract and distribute financial and performance data in accordance with predetermined boundaries or as instructed. 2. Individually and as part of the team providing general office support, handling mail, dealing with callers/visitors, filing, photocopying, collation and binding in accordance with corporate and service standards. 3. Allocating and maintaining stock and resources for the wider service ensuring they are received in accordance with corporate and service standards. 4. Develop administrative systems in order to meet specific local requirements. 5. 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. 6. Respond to more complex or detailed enquiries both verbally and in writing. 7. Arrange meetings, attending and taking accurate, straightforward notes as requested. 8. Contribute to the preparation of admin work associated with Public Health Funerals 9. Contribute to the induction, training and development of less experienced colleagues, acting as a coach and mentor as necessary 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. Process accounts for payment, reconcile errors and omissions and liaise with suppliers as necessary. 12. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine queries and problems. 13. Prepare material for committees, working groups, team meetings. 14. Maintain records in accordance with Financial Regulations. 15. 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, attend meetings and training etc.		
Working patterns:	37 hours per week, day work. Agreed agile working in accordance with Service requirements. Flexible working hours may apply subject to Service requirements		

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PERSON SPECIFICATION

Post Title: Administrative & Finance Assistant Band 3	Director/Service/Sector:	Ref:
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.	NVQ Level 3 or equivalent in a business-related discipline. A knowledge and understanding of Local Authority Directorates and Services	Application, Sight of certificates
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 within a Local Authority Experience of Directorates Services Experience using databases, spreadsheets and word processes	Application, References & Interview
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. Ability to work alone or part of a team Ability to communicate well to a wide range of internal/external customers such as bereaved families, health care professionals, solicitors and coroner's and show understanding & empathy 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 I.T skills	Application, Interview
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, especially when making enquiries and working on Public Health Funeral cases Minimal exposure to disagreeable, unpleasant or hazardous conditions. Lone working as required.		
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.		Application, Interview

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Commented [KL2]: Can you make a reference to how these skills will be assessed in this column?

Commented [KL3]: Should we make some reference to PH funerals and the emotional demands of dealing with them?

Other	
Ability to meet the physical requirements of the post Ability to meet the transport requirements of the post Ability to work between other sites as required Working conditions: Office based	Interview

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

