

Northumberland County Council
OFFICE MANAGER JOB DESCRIPTION & PERSON SPECIFICATION

Post Title:	Office Manager – Psychological Services	Children, Young People & Education - NIES – Psychological Services		Office Use
Band:	5	Workplace: Northumbria House		JE ref: 2108 HRMS ref:
Responsible to: NIES Service Manager		Date:	Manager Level:	
Job Purpose: To provide administrative and clerical support to the NIES Service Manager and Team Members				
Resources		Staff	Scale 3 Scale 2-3 FTE	
		Finance	Support and Monitor budgets and expenditure	
		Physical	Responsibility for ICT and other office equipment. Handling and processing data.	
		Clients	Team, school staff, parents, visitors and outside agencies, contractors and suppliers.	
Duties and key result areas: <ul style="list-style-type: none">○ Organising and managing a team of admin support staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards.○ Managing the induction, appraisal, training, development of performance of the admin team, acting as coach and mentor as necessary.○ Supporting the team manager in maintaining and developing service delivery contributing to the overall ethos, aims and work of the service○ Assisting in the recruitment and selection of admin staff and supporting the manager with recruitment of staff into support teams.○ Assisting the Manager in the preparation of reports.○ Responding to more complex or detailed enquiries, both verbally and or in writing, signposting as necessary to other disciplines, departments and agencies.○ Developing, implementing and maintaining management information systems that support the aims of the service○ Assisting with more complex support work to investigate, collate, record, manipulate, extract and distribute data as required○ Managing and operating information systems including booking systems in a manner that ensures accuracy, confidentiality, rapid access and ease of use.○ Ensuring the implementation of service referral procedures.○ Individually and as part of the team providing general office support; filing, handling mail, dealing with callers and visitors, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards.○ Updating the service webpage and communications to schools.○ Minuting meetings, preparing and circulating agendas, minutes and correspondence as necessary.○ Arranging venues for meetings and training, attending and taking minutes and preparing handouts as requested.○ Taking responsibility for the management of office equipment; ordering and replacing equipment as required.○ Monitoring of Psychological Services' budgets in conjunction with the Service Managers and through liaison with the designated NCC Finance Officer.○ Comply with policies and procedures relating to child protection, health and safety, confidentiality and general data protection regulations and ensure that administrative staff are trained in and adopt the procedures.○ Communicating effectively and constructively with all team members. <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 scope of the post and the grade has been established on this basis</p>				
Work Arrangements				
Transport requirements:		Occasional need to travel to other council buildings		
Working patterns:		Normal office hours – use of flexible hours in accordance with procedures		

Working conditions:	Office based
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Northumberland County Council
PERSON SPECIFICATION

Post Title: Office Manager	NIES HINT/LINT, Wellbeing and Community Health Service Group	Ref: 2108
Essential	Desirable	Assess by
Knowledge and Qualifications		
GCSE Grade C or above in four subjects including English and Mathematics ECDL or equivalent RSA III or equivalent	NVQ 3 or equivalent in a business related discipline	
Experience		
Considerable experience in a similar role covering a broad range of support tasks and procedures Previous experience of supervising staff Budget administration experience	Local government (or similar) experience. Knowledge of LA service provision	
Skills and competencies		
Excellent communication skills consistent with working in a team environment and the ability to motivate staff The ability to develop and implement solutions and achieve team spirit Ability to work under pressure and meet deadlines Ability to work within a clear policy of confidentiality Demonstrate initiative and organisational skills Accurate keyboard/word processing skills including developing and maintaining databases and spreadsheets Ability to apply technology in new work-related situations Good speaking and listening skills and the ability to communicate clearly and accurately in writing The ability to self-evaluate learning needs and actively seek out appropriate learning opportunities	Knowledge of the Code of Practice and other relevant legislation	
Physical, mental and emotional demands		
Being able to stay calm and focused in emotionally challenging situations Ability to think clearly and work to strict deadlines Contact with the public may result in some emotional demands Adapts to change by adopting a flexible and cooperative attitude A commitment to providing a quality admin support service Resourceful, reflective and resilient Display integrity, reliability and sensitivity when dealing with clients and team members Appropriately follows instructions to achieve set objectives		

Other		
A willingness to pursue training in any area of work relevant to the job description.		

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

Appendix - National Qualification Framework

The three regulatory authorities have updated the National Qualifications Framework for England, Wales and Northern Ireland as part of a review of regulatory arrangements. (The three regulatory authorities are QCA, ACCAC and CCEA).

The NQF is designed to help with career progression and act as a guide to learners to make informed decisions about their training needs.

It aims to:

- promote access, motivation and achievement in education and training, strengthening international competitiveness
- promote lifelong learning by helping people to understand clear progression routes
- avoid duplication and overlap of qualifications while making sure all learning needs are covered
- promote public and professional confidence in the integrity and relevance of national awards.

The following table provides an indication of the new frameworks.

National Qualifications Framework	Framework for Higher Education Qualification levels (FHEQ)
8 Specialist awards	D (doctoral) doctorates
7 Level 7 Diploma Professional qualifications	M (masters) masters degrees, postgraduate certificates and diplomas
6 Level 6 Diploma Professional qualifications	H (honours) bachelors degrees, graduate certificates and diplomas
5 Level 5 BTEC HND	I (intermediate) diplomas of higher education and further education, foundation degrees, higher national diplomas
4 Level 4 Certificate	C (certificate) certificates of higher education
3 Level 3 Certificate (OND) Level 3 NVQ A levels	
2 Level 2 Diploma Level 2 NVQ GCSEs Grades A*-C	
1 Level 1 Certificate Level 1 NVQ GCSEs Grades D-G	
Entry Entry Level Certificate in Adult Literacy	

The use of levels in the NQF is to indicate the generally comparable outcome of an award but does not indicate that different awards share purpose, content and outcomes.