

## Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b>	Administrative Assistant Level 3	<b>Director/Service/Sector –</b>	Housing Operations, Housing Services	<b>Office Use</b>
<b>Band:</b>	3	<b>Workplace:</b>		<b>JE ref:3603</b> <b>HRMS ref:</b>
<b>Responsible to:</b>		<b>Date:</b>		
<b>Job Purpose:</b> Assist with the organisation and provision of general support to senior colleagues by undertaking a range of administrative tasks				
<b>Resources</b>	Staff	A small number of staff as necessary		
Finance	Handling cheques, invoices and small amounts of petty cash.			
Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Ordering and stock control.			
Clients	None.			
<b>Duties and key result areas:</b>				
<ol style="list-style-type: none"> <li>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.</li> <li>2. 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.</li> <li>3. Develop administrative systems in order to meet specific local requirements.</li> <li>4. 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.</li> <li>5. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed.</li> <li>6. Respond to more complex or detailed enquiries both verbally and in writing.</li> <li>7. Arrange meetings, attending and taking accurate, straightforward notes as requested.</li> <li>8. Arrange corporate hospitality and organise accommodation and travel for service staff as requested.</li> <li>9. Process accounts for payment, reconcile errors and omissions and liaise with suppliers as necessary.</li> <li>10. Ensure care and reconciliation of petty cash and other amounts of cash or cheques.</li> <li>11. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine queries and problems.</li> <li>12. Prepare material for committees, working groups, team meetings.</li> <li>13. Maintain impress accounts and local accounts in accordance with Financial Regulations.</li> <li>14. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.</li> </ol>				
<b>Work Arrangements</b>				
Transport requirements:	Occasional need to travel to other service locations to provide cover, collect documents from the Archives, attend training etc.			
Working patterns:	37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.			

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**PERSON SPECIFICATION**

<b>Post Title:</b> Administrative Assistant Level 3	<b>Director/Service/Sector:</b> Housing Operations	Ref: 3603
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
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 the directorate's services.	
<b>Experience</b>		
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. Previous experience of supervising others. Experience using Microsoft Office.	
<b>Skills and competencies</b>		
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.	
<b>Physical, mental, emotional and environmental demands</b>		
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. Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
<b>Motivation</b>		
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.		
<b>Other</b>		

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