Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** District Administrative Manager (Safeguarding  Support) | **Director/Service/Sector:** People Directorate | **Office Use** |
| **Band:** 5 | **Workplace: District Office** | **JE ref**: 336HRMS ref: |
| **Responsible to:** Senior Administrative Officer | **Date: September 2009** | **Manager Level** |
| **Job Purpose:** To organise and manage administrative support within the FACT District Offices, including Safeguarding and Looked After Children services and financial and building issues. To ensure administration and related tasks/procedures are followed at all times to maintain a high quality of service. |
| **Resources** | Staff | Level 3 Administrative Assistants, Team(s) Level ½ Clerical Assistants. |
| Finance | Management and reconciliation of Imprest Account, County Income & Non County Account. Managing printing and stationery allocations and ordering goods/services. Handling cheques, processing invoices and large amounts of petty cash.  |
| Physical | Careful use of PC. Responsibility for office equipment. Ordering, stock control and accounting for expenditure against specified budgets. Handling and processing data. Updating electronic client records. |
| Clients | Telephone/Reception-first point of contact/directing members of the public/service users. Contractors/Suppliers. |
| **Duties and key result areas:**1. Organise and manage a team(s) of administrative, clerical and typing support staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards.
2. Manage the induction, appraisal, supervision, training, development and performance of the team(s) acting as coach and mentor as necessary.
3. Appointing Officer for the recruitment of District Office administrative and clerical staff.
4. Responsible for the induction and training of new members of administrative staff and contribute to the induction of operational staff within offices.
5. Manage the Imprest Account, County Income, Non County Income Account and complete the necessary financial returns in compliance with County Council financial regulations.
6. Issue orders and process accounts for payment, reconcile errors and omissions and liaise with suppliers as necessary.
7. Coordinate health and safety matters for district offices, including fire precautions, security systems, risk assessments.
8. Contribute to the development, maintenance and implementation of procedures and systems.
9. Manage and operate and operate information systems such as service, client or asset records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use.
10. Liaise with contractors in relation to building maintenance and cleaning and arrange work as necessary.
11. Participate in management meetings and attend working groups as necessary.
12. Assist the Senior Administrative Officer to co-ordinate office accommodation moves.
13. Determine priorities in conjunction with the Senior Administrative Officer and marshal resources to ensure wherever possible deadlines are met.
14. Provide support for specific professional, service lead or high profile projects as directed by the Senior Administrative Officer, Children’s Operational Managers and Heads of Service for Family Services.
15. Deal with external sources (clients, suppliers, public) resolving non-routine or contentious issues.
16. Contribute to the continuous improvement of the service.
17. Arrange meetings, attending and taking accurate notes as necessary.
18. Prepare material for team and management meetings and working groups.
19. Respond to more complex or detailed enquiries both verbally and in writing.
20. Any other duties consistent wit the nature and level 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:Working patterns:Working conditions: | Travel to other council premises to line manage staff, attend meetings and training.Normal office hours – use of flexible hours in accordance with procedure.Office based. |

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**PERSON SPECIFICATION**

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| **Post Title:**  District Administrative Manager (Safeguarding Support) | **Director/Service/Sector: People Directorate** | **Ref**: 336 |
| **Essential** | **Desirable** | **Assess by** |
| **Qualifications and Knowledge** |
| A good general education demonstrating numeracy and literacy.NVQ Level 3 or equivalent in a business related discipline. | NVQ Level 4 or equivalent in a business related discipline.Management qualification. |  |
| **Experience** |
| Considerable experience in a similar role covering a broad range of support tasks and procedures.Previous experience of supervising staff, including recruitment and appraisals.Experience of working face to face with the public.Experience of financial systems and be able to provide budgetary information to a high standard.Experience in using office applications on a personal computer. | Experience of the directorate’s services.Experience of County Council Financial Systems. Management experience of training and inducting staff.Experience using Microsoft Office. |  |
| **Skills and competencies** |
| Ability to work on own initiative and organise own workload without constant supervision.Ability to work within a clear policy of confidentiality.Ability to communicate effectively with people at all levels.Ability to present information in a clear, concise and professional manner.Commitment to working as part of a team.Ability to develop systems and procedures.Ability to organise and prioritise the work of a team(s) and to monitor work standards. Skilled in using office applications on a personal computer including word processing and spreadsheets.Awareness of equality and diversity issues. | Ability to organise limited resources to meet the needs of the service.Computer skills in excel, power point, outlook. |  |
| **Physical, mental and emotional demands** |
| Usually works in a seated position, including sitting in meetings for long periods of time. Some standing, walking stretching and lifting. Regular periods of concentrated mental attention with pressure from deadlines, interruptions and conflicting demands.Contact with the public may result in some emotional demands.Able to stay calm and level headed when under pressure.Have the emotional resilience to deal with distressing situations and information.Ability to influence and motivate others.Works collaboratively to develop and achieve team spirit.Adapts to change by adopting a flexible and cooperative attitude.Promotes equal opportunities and diversity in all aspects of work.Reliable and keeps good time.A commitment to providing a quality administrative support service. |  |  |
| **Other** |
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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.