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|  | **POST TITLE:** | Work Experience Administrative Assistant |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | 3  Job Evaluation Ref No: N8705 |
|  | **LOCATION:** | Durham Education Business Partnership at The Work Place, Newton Aycliffe |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Not applicable

1. **ORGANISATIONAL RELATIONSHIPS:**

The postholder will be responsible to the Administration and Systems Manager. S/he will work as part of the Education Business Partnership team.

1. **DESCRIPTION OF ROLE:**

To arrange work experience placements for students in County Durham and Darlington schools. To undertake a range of work experience and general administrative functions to support the Education Business Partnership Team.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* Placing students on work experience placements by liaising with local employers and placement providers.
* Making and receiving a significant volume of telephone calls to employers and schools to arrange work experience placements.
* Liaison with School personnel re arrangements for work experience.
* Maintaining and updating manual systems and a database of employers/placement

providers. Recording of all placements arranged.

* Assisting the Administration and Systems Manager in monitoring practice in work experience by following procedures.
* Initiating new contacts and building up the database of placement providers.
* To provide general administrative support for the Education Business Partnership team. This will include preparation of resources for school activities, collating evaluation forms following activities, incoming and outgoing post.
* Photocopying and filing documents.
* Attending Team meetings.
* Undertaking training courses where appropriate.
* To undertake other appropriately graded duties that from time to time may be allocated to the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Work Experience Administrative Assistant**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * NVQ Level 2 Business * 4 GCSE’s (grades A-C) including English Language or English Literature | * BTEC National in Public Administration or NVQ 3 in Business Administration * Typing speed of 55 wpm | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Experience of working in an administration environment providing a wide range of administration services * Experience of making and receiving a high volume of telephone calls | * Experience of arranging work experience placements * Experience of employer engagement * Experience of working in an Education/ Training environment * Experience in providing effective administration support services to a professional team | Application form  Selection Process  Pre-employment checks |
| **Skills/Knowledge** | * Good working knowledge of the following ICT packages (Word, Email, Mail Merge, Database, Excel, Powerpoint, etc) * Good persuasive and negotiating skills * Good communication skills, both written and oral * Pleasant telephone manner * Attention to detail * Good organisational skills * Ability to deal with customers in a polite and helpful way | * Proof reading skills | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * Pleasant personality * Helpful attitude * Flexible approach to work with the capability of handling heavy workloads and working under pressure to meet deadlines (this will include the flexibility to work the hours required to meet customer needs) * Ability to work as an effective team member * Ability to work with minimum supervision | * Interest in working with young people on a range of educational activities | Application form  Selection Process  Pre-employment checks |