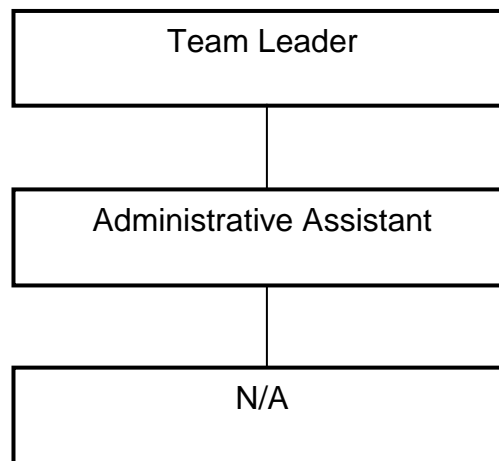




Job Description & Person Specification

Post Title	YEI Administrative Assistant (Part-time)				
JE Reference	A2377	Grade	C+	SCP Range	16 – 18

Reporting line:



Job Purpose:

To provide administrative and clerical support to the team providing YEI support, displaying excellent levels of customer service.

Relationships:

Accountable to: Team Leader

Accountable for: N/A

General Contacts: All Administrators are expected to demonstrate excellent team working and networking abilities with a range of client groups.

Key duties and responsibilities:

All Administrators are expected to perform the same range of administrative and clerical duties as team clerks, in consultation with the team manager and / or the team leader, including collating and processing manual and computerised information in accordance with approved Team / Service procedures. 18.5 hours of the working week are expected to be allocated to undertaking YEI related work.

1. Collating and processing manual and computerised information for the YEI project in accordance with approved Team / Service procedures
2. Inputting, updating and retrieval of information stored within appropriate databases and system(s) of the YEI project
3. Maintaining records and filing systems of the YEI project

4. Sorting and distributing incoming and outgoing mail in relation to the YEI project
5. Responding to telephone / face-to-face enquiries and messages that are for the YEI team
6. Undertaking any other duties commensurate to the level and nature of the post

In addition to these duties, all Administrators are expected to carry out more complex administrative and procedural tasks / duties such as:

7. Dealing with unexpected and sensitive customer queries or situations through utilising enhanced negotiating and persuading skills
8. Occasionally providing on-the-job training and motivating team clerks
9. Prioritising and allocating work to team clerks accordingly
10. Responding to more complex administrative and procedural tasks or queries both orally and in writing using analytical and problem solving skills for the YEI team

General/Corporate Responsibilities:

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council's corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council's and Directorate's staff training and development policies as well as the Council's system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an

individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

Last Updated: 18th December 2015

Author: Allison Walker



The Youth Employment Initiative (YEI) is part-funded by the European Social Fund as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. This covers the period 1st October 2015 to 31st July 2018.

POST TITLE	GRADE
YEI Administrative Assistant	C+

NOTE TO APPLICANTS

Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

CRITERIA	NECESSARY REQUIREMENTS		* M.O.A.
	Essential	Desirable	
EXPERIENCE	<ul style="list-style-type: none"> At least 2 years working experience of administrative / clerical practices and procedures appropriate to the post Proven success in dealing with complex or sensitive customer relations Proven success in a team working environment 		A, I, R
SKILLS AND ABILITIES	<ul style="list-style-type: none"> A proven ability to use Microsoft packages such as Word and Excel for more than simply writing emails or memos. Ability to use email and diary management packages such as Microsoft Outlook A proven ability to interrogate databases & retrieve information from them (not just inputting) Developed communication skills that not only promote the service to its customers but also enhance the harmonisation of the team / service as a whole Ability to display excellent attention to detail and creativity in day-to-day tasks and duties 	<ul style="list-style-type: none"> A certificate that demonstrates an ability to use modern computer systems, for example the European Computer Driving License (EDCL) or equivalent Proven communication skills Proven success as a team worker 	A, I, R, C

EDUCATION/ QUALIFICATIONS/ KNOWLEDGE	<ul style="list-style-type: none"> • NVQ Level 3 or equivalent administration qualification / experience • GCSE Maths and English OR an equivalent certification of achievement OR ability to apply these skills in a practical setting 	<ul style="list-style-type: none"> • A customer care / service certification or workplace recognition 	A, I, C
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Proven ability to respond to internal and external pressures of the job including complex customer concerns • Proven ability of ensuring that deadlines are met and work is prioritised accordingly • Flexibility in response to business needs 	<ul style="list-style-type: none"> • Evidence of own continuous personal and professional development 	A, I, R, C
COMMITMENT TO EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> • Commitment to Equality and Diversity and the ability to recognise the needs of different service users 	<ul style="list-style-type: none"> • Knowledge of equality and diversity 	A,I
COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE	<ul style="list-style-type: none"> • Commitment to providing a customer-focused service 	<ul style="list-style-type: none"> • Evidence of linking day-to-day duties to overall service aims and improvements 	A,I

METHOD OF ASSESSMENT: (*M.O.A.)

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE
R = REFERENCE