

Northumberland County Council
JOB DESCRIPTION

Post Title: Sorted Administration Officer		Director/Service/Sector: Children's Services, LAC & Safeguarding		Office Use
Band:		Workplace: Northumbria House, Cramlington		JE ref:
Responsible to: NAS Business Manager		Date: May 2019	Manager Level: N/A	HRMS ref:
Job Purpose: To provide administrative support to the Sorted Service, with a focus on data entry, data submission and promotion of the Sorted Service.				
Resources	Staff	None		
	Finance	Handling cheques, invoices, petty cash and income		
	Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Ordering and stock control. Updating electronic client records		
	Clients	First point of contact for Service. Directing members of the public / service users		
Duties and key result areas: <ol style="list-style-type: none"> 1. Gather and enter data into spreadsheets, bespoke databases and other electronic information storage systems. Extract and distribute information to the National Drug Treatment Monitoring System (NDTMS). 2. To support produce and distribute promotional material for the Service, including leaflets and guidance as directed by the Service Manager. 3. Receive telephone calls, deal with visitors, take messages and answer enquiries, in compliance with the Service's customer care standards. 4. In accordance with Service demands provide office administration tasks such as typing, petty cash, photocopying, faxing, archiving and lamination. 5. Maintain information systems such as filing, booking systems, client records ensuring accuracy, confidentiality, ease of use and rapid access. 6. Deal with incoming and outgoing post in accordance with established procedures, ensuring that cheques and money orders arriving or leaving by the postal system are dealt with according to financial procedures. 7. Arrange meetings, organise paperwork, attend and taking accurate minutes as requested. 8. Assist the Sorted Team with events and act as point of contact. 9. Contribute to the induction, training and development of less experienced colleagues. 10. Act as a key operator for general office equipment, booking service calls to ensure continuity of service. 11. Monitor and maintain stocks of stationery / consumables, issue items, check incoming goods against orders and when required raise orders for authorisation in accordance with financial procedures. 12. Produce documentation using a range of office automation applications, i.e. Google and Microsoft. 13. Process invoices for payment, reconcile errors and omissions and liaise with suppliers if necessary. 14. Ensure care and reconciliation of petty cash and other amounts of cash and cheques. 15. Other duties appropriate to the nature, level and grade of the post. <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 extent of the post and the grade has been established on this basis.</p>				
Work Arrangements				
Transport requirements:		Occasional need to travel to other service locations to provide cover, attend training etc.		
Working patterns:		Normal office hours - use of flexible hours in accordance with procedures.		
Working conditions:		Office based		

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PERSON SPECIFICATION

Post Title: Sorted Administration Officer	Director/Service/Sector: Children's Services, LAC & Safeguarding	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
NVQ Level 2 or equivalent in a business related discipline. RSA II Typing/Text/Word Processing or equivalent. Good general education demonstrating numeracy and literacy.	Additional qualifications in Word Processing and Spreadsheets.	
Experience		
Experience of: computer data input, using spreadsheets, cash handling and processing financial documentation. Production of promotional literature, i.e leaflets/posters Telephone and reception duties in an office environment. Operating a computer device using applications, i.e. Google / Microsoft. Some experience in a similar role	Experience of organising events.	
Skills and competencies		
Good listening skills. Good written and verbal communication skills. Ability to work within a clear policy of confidentiality. Able to follow instructions and procedures without constant supervision Ability to prioritise and organise work of team and monitor work standards against set guidelines Ability to be persuasive, diplomatic and practical Ability to think clearly and meet deadlines. Skilled in using office applications on a personal computer Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment	Experience of working with the public. Advanced skills in Microsoft Office / Google applications	
Physical, mental and emotional demands		
Normally works in a seated position with some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. Contact with clients or colleagues may result in some emotional demands. Reliable and good time-keeper.. Demonstrates integrity and upholds values and principles. Commitment to providing a quality admin support service 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.		

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.