

**Northumberland County Council  
JOB DESCRIPTION**

|   |          |   |                      |
|---|----------|---|----------------------|
| <b>Post Title: Administrative Assistant (Safeguarding Support)</b>  |          | <b>Director/Service/Sector: Children's Services, LAC &amp; Safeguarding</b>   |                      |
| <b>Band: 3</b>  |          | <b>Workplace: District Office</b>   |                      |
| <b>Responsible to: District Administrative Manager</b>  |          | <b>Date:</b>  | <b>Manager Level</b> |
| <b>Job Purpose:</b> To assist the District Administrative Manager in maintaining an efficient and effective District Office and administrative service supporting Safeguarding and Looked After Children services within the Family and Children's Trust. To be responsible for the smooth running of the office in the absence of the District Admin. Manager.   |          |   |                      |
| <b>Resources</b>  | 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  | Reception/Telephone – first point of contact/directing members of the public/service users.   |                      |
| <b>Duties and key result areas:</b>   |          |   |                      |
| <ol style="list-style-type: none"> <li>1. Assist the District Administrative Manager 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. Contribute to the induction, training and development of less experienced colleagues.</li> <li>3. To administer the Imprest Account and Non County Income Accounts, under the direction of the District Administrative Manager, completing the necessary financial returns in compliance with County Council financial guidelines.</li> <li>4. Ensure care and reconciliation of petty cash and other amounts of cash or cheques.</li> <li>5. Arrange meetings including the preparation of materials</li> <li>6. Attend meetings, taking accurate minutes and ensuring distribution as requested.</li> <li>7. Receive telephone calls, deal with visitors, take messages and answer enquiries, in compliance with the service's customer care standards.</li> <li>8. In accordance with service demands provide office administration tasks such as typing, petty cash, photocopying, scanning and uploading on to electronic client records. Archiving client files and documents where necessary.</li> <li>9. Maintain information systems such as filing, booking systems, client records ensuring accuracy, confidentiality, ease of use and rapid access.</li> <li>10. 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.</li> <li>11. Receiving and sending secure emails in accordance with the Data Protection Policy.</li> <li>12. Enter data into spreadsheets, databases and other electronic information storage systems, extract and distribute information as directed.</li> <li>13. Act as a key operator for general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service.</li> <li>14. Monitor and maintain stocks of consumables, issue items, check incoming goods against orders and when required raise orders for authorisation in accordance with financial standing orders.</li> <li>15. To monitor stationery and office equipment budgets, under the direction of the District Administrative Manager, accessing IT mainframe/software where appropriate.</li> <li>16. To maintain an overview of the building, in terms of general maintenance, cleaning, security, etc, under the direction of the District Administrative Manager.</li> <li>17. Assist with the more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed.</li> <li>18. Communicate with external sources as necessary,</li> </ol> |          |   |                      |

19. Organise taxis, air and rail travel and accommodation using the appropriate online booking system

20. Other duties appropriate to the nature, level and grade 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**

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|-------------------------|---|
| 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 procedure.                   |
| Working conditions:     | Office based.   |

Northumberland County Council  
**PERSON SPECIFICATION**

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| <b>Post Title:</b> Administrative Assistant  | <b>Director/Service/Sector:</b> Children's Services, LAC & Safeguarding  | Ref: 2046        |
| <b>Essential</b>   | <b>Desirable</b>   | <b>Assess by</b> |
| <b>Qualifications and Knowledge</b>  |  |                  |
| RSA II Typing/Text/Word Processing.<br>Good general education demonstrating numeracy and literacy.<br>NVQ Level 2 or equivalent in a business related discipline.  | NVQ Level 3 or equivalent in a business related discipline.<br>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<br>Experience in using office applications on a personal computer.  | Practical experience of staff supervision.<br>Some experience of financial systems and providing budgetary information.<br>Experience of the directorate's services. |                  |
| <b>Skills and competencies</b>   |  |                  |
| Good listening skills.<br>Good written and verbal communication skills.<br>Ability to work within a clear policy of confidentiality.<br>Able to follow instructions and procedures without constant supervision.<br>Ability to present budgetary information in a clear, concise written form.<br>Ability to prioritise and organise work of team and monitor work standards against set guidelines.<br>Ability to be persuasive, diplomatic and practical.<br>Ability to think clearly and meet deadlines.<br>Skilled in using office applications on a personal computer.<br>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.<br>Advanced skills in Microsoft Office.   |                  |
| <b>Physical, mental and emotional demands</b>  |  |                  |
| Normally works in a seated position with some standing, walking, stretching or lifting.<br>Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands.<br>Contact with clients or colleagues may result in some emotional demands.<br>Reliable and keeps good time.<br>Demonstrates integrity and upholds values and principles.<br>Commitment to providing a quality admin support service.<br>Promotes equal opportunities and diversity in all aspects of work.<br>Appropriately follows instructions to achieve set objectives.<br>Works collaboratively to achieve team spirit.<br>Adapts to change by adopting a flexible and cooperative attitude. |  |                  |
| <b>Other</b>   |  |                  |

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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.