

JOB DESCRIPTION

Post Title: Administrative Assistant (Early Help Support)		Director/Service/Sector: : Early Intervention and Prevention, Wellbeing and Community Health Services		Office Use
Band: 3		Workplace: Across an identified Locality base		JE ref: 3516
Responsible to: Early Help Administrative Coordinator		Date: May 2019	Job Family:	
Job Purpose: To assist the Early Help Administrative Coordinator and Locality Managers in maintaining efficient and effective administrative services to support Early Help (comprising Early Help Family Worker Team and Children’s Centres). To be responsible for the smooth running of the administrative support services.				
Resources	Staff	None		
	Finance	Handling cheques, invoices, petty cash and income		
	Physical	Careful use of IT 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.		
Duties and key result areas: Duties and key result areas: 1. Assist the Early Help Administrative Coordinator with the delivery of the administrative work of a small group/team of staff to achieve service objectives and quality standards. 2. Contribute to the induction, training and development of less experienced colleagues. 3. To administer the Imprest Account, County Income and Non County Income Accounts, under the direction of the Early Help Administrative Coordinator, completing the necessary financial returns in compliance with County Council financial guidelines. 4. Ensure care and reconciliation of petty cash and other amounts of cash or cheques. 5. Receive telephone calls, deal with visitors, take messages and answer enquiries, in compliance with the service’s customer care standards. 6. In accordance with service demands provide office administration tasks such as typing, petty cash, photocopying, emailing, archiving and lamination 7. Maintain information systems such as filing, booking systems, client records ensuring accuracy, confidentiality, ease of use and rapid access. 8. Deal with incoming and outgoing post in accordance with established procedures. 9. Enter data into spreadsheets, databases and other electronic information storage systems; extract and distribute information as directed. 10. Act as a key operator for general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service. 11. 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. 12. To monitor stationery and office equipment budgets, under the direction of the Early Help Administrative Coordinator, accessing IT mainframe/software where appropriate. 13. To maintain an overview of the building, in terms of general maintenance, cleaning, security, health and safety, etc. under the direction of the Early Help Administrative Coordinator. 14. Assist with support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed. 15. Arrange meetings, attend and take accurate, straightforward notes as requested. 16. 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				

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Work Arrangements

Transport requirements:	Occasional need to travel to other site 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

Post Title:	Director/Service/Sector:	Ref: 3516
Essential	Desirable	Assess by
Qualifications and Knowledge		
Good general education demonstrating numeracy and literacy. NVQ Level 2 or equivalent in a business related discipline.	NVQ Level 3 or equivalent in a business related discipline. A knowledge and understanding of the Directorate's services.	
Experience		
Experience in a similar role covering a broad range of support tasks and procedures. Experience and IT proficiency in using a range of software packages. Experience of working with the public.	Some experience of financial systems and providing budgetary information. Experience of working within a Children's Services area.	
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 and monitor work standards against set guidelines. Ability to be persuasive, diplomatic and practical. Ability to think clearly and meet deadlines.. Knowledge of a range or administrative work related tasks and procedures.	Advanced IT skills.	
Physical, mental, emotional and environmental 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 service users or colleagues or partner agencies may result in some emotional demands. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Commitment to providing a quality administrative support services. 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.		
Motivation		

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