

Northumberland County Council
JOB DESCRIPTION

Post Title: Technical Admin Assistant (Development Support)		Director/Service/Sector: Planning Services		Office Use	
Band: 2		Workplace: County Hall		JE ref: 3781 HRMS ref:	
Responsible to: Technical Planning Officer (Development Support)		Date: November 2020	Manager Level:		
Job Purpose: To provide support to the service by undertaking a range of administrative tasks.					
Resources	Staff	none			
	Finance	Responsible for handling payments			
	Physical	Day-to-day responsibility for allocated resources, PC, office equipment etc.			
	Clients	Frequent contact with service users, Elected Members and the public and officers across Planning Services			
Duties and key result areas: <ol style="list-style-type: none"> 1. Assist with the organisation of work to achieve service objectives and quality standards. 2. Individually and as part of the team provide general office support, handling mail, dealing with callers/visitors, filing, photocopying, collation, fax, lamination, binding, maintaining and issuing stock in accordance with corporate and service standards. 3. Manage the central planning mailbox and ensure all emails are dealt with accurately and in a timely manner 4. Develop administrative systems in order to meet specific service requirements. 5. Maintain information systems such as updating the planning database, document management systems, record keeping, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use. 6. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed. 7. Respond to more complex or detailed enquiries both verbally and in writing. 8. Arrange meetings, attending and taking accurate, straightforward notes as requested. 9. Arrange training and travel for service staff as requested. 10. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine queries and problems. 11. Prepare material for working groups and team meetings. 12. Contribute to the continuous improvement and development of the Admin Team 13. Undertake any other duties and responsibilities consistent with 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:		Mainly office/ home based but some travel may be required.			
Working patterns:		37 hours per week, day work. Flexible working hours may apply			
Working conditions:		Mainly indoors.			

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PERSON SPECIFICATION

Post Title: Technical Admin Assistant (Development Support)	Director/Service/Sector:	Ref: 3781
Essential	Desirable	Assess by
Qualifications and Knowledge		
A 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		
Considerable experience in a similar role covering a broad range of support tasks and procedures Experience in using office applications on a personal computer.	Experience of the directorate' services. Previous experience of supervising others. Experience using Microsoft Office and Google.	
Skills and competencies		
Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate data. Ability to organise self and work without constant supervision. Skilled in using office applications on a personal computer. Able to apply technology in new work-related situations. Able to follow instructions and procedures without constant supervision. Ability to form appropriate relationships quickly. Works in a systematic and orderly manner.	Advanced skills in Microsoft Office and Google.	
Physical, mental, emotional and environmental demands		
Usually works in a seated position. Some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. Contact with the public may result in some emotional demands. Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
Motivation		

A commitment to providing a quality administrative support service. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. 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.		
Other		
none		

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