 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate:</b>  <b>Administration, Democratic &amp; Electoral Services</b>		<b>Service Area:</b>  <b>Corporate Administration Service</b>
<b>JOB TITLE: Administration Assistant</b>		
<b>GRADE: E</b>		
<b>REPORTING TO ONE OF THE FOLLOWING:</b> Team Leader		
<b>1.</b>	<b>JOB SUMMARY:</b> To provide administration support within the Corporate Administration Service.	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1.	<p>To provide administration support within a Specialist Support Team as part of the Corporate Administration Service delivery across the authority. This will include a variety of the following dependent on specialist support team:</p> <ul style="list-style-type: none"> <li>• Access, retrieve and update computerised information across a range of databases such as Liquid Logic, CCIS, ONE, FLARE, Care-works.</li> <li>• Provide an efficient meeting and conference management service, copy/audio typing service, production of letters, minute taking, memos, court reports (to tight deadline) and all other typing support.</li> <li>• Support in the collection and reporting of information including signposting and referral to appropriate staff, services and partner agencies.</li> <li>• Provide support to members of the public, professionals and other agencies and clients via face to face meet and greet and through telephone and electronic communications.</li> </ul>
	2.	To maintain client confidentiality and have awareness of the Safeguarding agenda.
	3.	To provide and be flexible in covering, in conjunction with other members of the administration team, the day-to-day administration support needed to develop and maintain the service, including reports, action/business plans, Action Plans and information for clients, letters, internal and external mail etc.
	4.	To raise and process purchase orders and invoices using Agresso. To process and reconcile petty cash.
	5.	To provide support functions with regard to the running of a busy office specifically Health & Safety, faults and repairs and control of Contractors.
	6.	To assist in the production and distribution of high quality information for the Services supported and to promote awareness of administration services and achievements.

	7.	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	8.	To operate an effective ordering and stock control system for the provision of office equipment/ resources.
	9.	To support the requirements of Corporate Administration Service staff in relation to Corporate Induction, Information Security Strategy, car parking passes, vehicle documentation and lone working devices.
	10	To ensure that all customers both internal and external, receive consistently high quality level of service, commensurate to the standards required by Stockton-On-Tees Borough Council.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of E using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

**Personal Development** – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development


**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
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Job Description written by: (Manager)	Jill Patterson		28.02.2020
Job Description agreed by: (Post holder)	.....	.....	.....

**Job Description dated        28/02/2020**



## PERSON SPECIFICATION

Job Title/Grade	<b>Administration Assistant</b>	E
Directorate / Service Area	<b>Administration, Democratic and Electoral Services</b>	<b>Corporate Administration Service</b>
Post Ref:		

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>General education to NVQ Level 2 (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Business Administration level 2 or higher</li> </ul>	Application form
Experience	<ul style="list-style-type: none"> <li>Experience of working in a busy office environment</li> <li>The ability to communicate effectively both orally and in writing with a wide range of people</li> <li>Good standard of literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>Experience of direct work within the role of Childrens and/or Adults Services</li> <li>Experience in a customer facing environment</li> </ul>	Application / Interview

Knowledge & Skills	<ul style="list-style-type: none"><li>• Computer literate including MS Office, databases and spreadsheets</li><li>• Excellent keyboard skills</li><li>• Ability to organise own workload</li><li>• Excellent clerical and administration skills</li><li>• Team working skills</li><li>• Excellent interpersonal skills</li><li>• Excellent written and oral communication skills</li><li>• Competent in the use of office equipment</li></ul>	<ul style="list-style-type: none"><li>• Minute taking</li><li>• Awareness of Health &amp; Safety requirements</li></ul>	
Specific behaviours relevant to the post	<ul style="list-style-type: none"><li>• Demonstrate the Council's Behaviours which underpin the Culture Statement.</li><li>• Flexibility</li><li>• Ability to meet deadlines</li><li>• Recognition of the need for confidentiality</li></ul>		Application / Interview
Other requirements			

**Person Specification dated        24/02/2020**