

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate:		Service Area:	
Administration, Democratic & Electoral Services		Corporate Administration Service	
JOB TITLE: Administration Assistant			
GRADE: D			
REPORTING TO ONE OF THE FOLLOWING: Senior Administration Assistant			
1.	JOB SUMMARY: To provide a range of administration support across the organisation within the Corporate Administration Service which assists in the provision of an effective and efficient administration service delivery.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
1.	To assist in providing administration support within Cross Council and Embedded Support Teams as part of the Corporate Administration Service delivery. This will include a variety of the following dependent on specific team: <ul style="list-style-type: none"> • Delivery of Mail Services. • Record Management - maintaining electronic filing systems and workflow, scanning and photocopying. • Assist with cross council delivery such as ID production, conference room management, purchasing and petty cash management. • Reception Services including telephone and electronic communications, customer appointments & attendance management. • Conference Room Management service including typing support. • Banking & Petty Cash Management • Support in the collection and reporting of information including signposting. 		
2.	To maintain client confidentiality and have awareness of the Safeguarding agenda.		
3.	Making a positive contribution to the design, implementation and maintenance of office systems and procedures.		
4.	To provide and be flexible in covering, in conjunction with other members of the administration team the day-to-day administration support required which provide resilience and maintains the service.		
5.	To provide support functions with regard to the running of a busy office specifically Health & Safety, faults and repairs, Control of Contractors, Asbestos Awareness, and Fire Evacuation Register.		
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 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 D 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
Job Description written by: (Manager)	Jill Patterson		2020
Job Description agreed by: (Post holder)

Job Description dated 2020



PERSON SPECIFICATION

Job Title/Grade	Apprentice Administration Assistant	Apprentice Business Admin level 3
Directorate / Service Area	Administration, Democratic and Electoral Services	Corporate Administration Service
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> GCSE Grade C or above in English & Maths (or equivalent) or NVQ Level 2 in Business Administration or equivalent 	<ul style="list-style-type: none"> Willing to work towards an Apprenticeship in Business Administration Level 3 	Application form
Experience	<ul style="list-style-type: none"> Working as part of a team (this could be in a sporting, educational, work or social setting) 	<ul style="list-style-type: none"> Experience of working in a busy office and/or customer facing environment Office experience Experience of handling personal sensitive information 	Application / Interview

<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Ability to use Microsoft Office e.g. Word and Excel • Legible handwriting and a good standard of written communication • Good attention to detail • Be numerate and have the ability to copy/transfer information accurately. • Have the ability to understand and apply regulations and written instructions • Be articulate and able to converse confidently in a pleasant and professional manner. • Enjoy working as part of a team. 	<ul style="list-style-type: none"> • Awareness and understanding of the importance of confidentiality 	
<p>Specific behaviours relevant to the post</p>	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Flexible approach to work. • The ability to solve problems logically. • High personal standards and self-discipline in working to tight deadlines. 	<ul style="list-style-type: none"> • Mature attitude and outlook • Emotional resilience 	<p>Application / Interview</p>

Other requirements			

Person Specification dated 24/02/2020