

JOB DESCRIPTION

Post Title:	Administrative Assistant 4	Director/Service/Sector		Office Use
Band:	4	Workplace:		JE ref: 1629
Responsible to:		Date:	Lead & Man Induction:	HRMS ref:
Job Purpose: Manage and organise the provision of general support to a service through a team(s) of support and ancillary staff.				
Resources	Staff	A team of support and ancillary staff.		
	Finance	Handling cheques, invoices and petty cash. Accounting for expenditure against allocated budgets and assist with fund raising.		
	Physical	Careful use of PC. Shared responsibility for office equipment. Handling and processing significant bodies of corporate data. Ordering, stock control and accounting of expenditure against specified budgets.		
	Clients	None.		
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. Manage a team of support staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards. 2. Manage the induction, appraisal, training, development and performance of the team acting as coach and mentor as necessary. 3. Contribute to budget and project planning processes, monitoring progress against plans throughout the year with a view to achieving set business objectives. 4. Develop, implement and maintain management information systems that support the aims of the service and the organisation. 5. Manage and operate information systems such as service, client or asset records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use. 6. Individually and as part of the team provide general office support; filing, handling mail, dealing with callers/visitors, filing, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards. 7. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed. 8. Provide support for specific professional, service led or high profile projects as directed. 9. Respond to more complex or detailed enquiries both verbally and in writing. 10. Arrange meetings, attending and taking accurate, straightforward notes as requested. 11. Arrange corporate hospitality events and organise accommodation and travel for service staff as requested. 12. Assist in funding raising activities, prepare bids and liaise with internal and external partners as required. 13. Process accounts for payment, reconcile errors and omissions and liaise with suppliers as necessary. 14. Ensure care and reconciliation of petty cash and other amounts of cash or cheques. 15. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine or contentious issues. 16. Prepare material for committees, working groups, team meetings. 17. Maintain local and impress accounts in accordance with Financial Regulations. 18. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post. 				
Work Arrangements				
Transport requirements:	Occasional need to travel to other service locations to provide cover, collect documents from Archives, attend training etc.			
Working patterns:	37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.			

Northumberland County Council
PERSON SPECIFICATION

Post Title: Administrative Assistant 4	Director/Service/Sector:	Ref: 1629
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. NVQ Level 3 or equivalent in a business related discipline	NVQ Level 4 or equivalent in a business related discipline.	
Experience		
Considerable experience in a similar role covering a broad range of support tasks and procedures Previous experience of supervising staff. Experience in using office applications on a personal computer.	Experience of the directorate's services. Experience using Microsoft Office.	
Skills and competencies		
Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate numerical data using arithmetic functions. 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. Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment.	Advanced skills in Microsoft Office.	
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		

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