

Northumberland County Council

JOB DESCRIPTION

Post Title: Administrative Assistant 5 – Office Manager		Director/Service/Sector:		Office Use
Band: 5		Workplace:		JE ref: 1266
Responsible to:		Date:	Lead & Man Induction:	
Job Purpose: Manage and organise the provision of general administrative and technical support to a service through a team(s) of support and ancillary staff.				
Resources	Staff	A team of support and ancillary staff, which may be based in different locations.		
	Finance	Handling substantial cheque values, processing invoices for payment and instigating/ accounting for 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 complex, corporate and confidential data. Ordering, stock control and accounting of expenditure against specified budgets.		
	Clients	Extensive contact with Clients, both internal and external, Partner Organisations, Members, Departmental Managers etc,		
Duties and key result areas:				
<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. Respond to and ensure implementation of delegated duties from Senior Management, chasing up as necessary. 2. Manage the induction, appraisal, training, development and performance of the team acting as coach and mentor as necessary. 3. Actively 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. Pro-actively 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 minutes as requested and distribute with 'Action Notes' post meeting. 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 and complying with relevant Financial Regulations. 15. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine or contentious issues, as appropriate and referring more complex matters to Senior Management. 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.

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PERSON SPECIFICATION

Post Title: Administrative Assistant 5 – Office Manager	Director/Service/Sector:	Ref: 1266
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. NVQ Level 3 or equivalent in a business/administrative related discipline A relevant typing or IT qualification i.e. RSA Level 3, ECDL, or equivalent	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 in a large complex organisation. Previous experience of effectively supervising staff. Advanced IT skills and extensive experience in using office applications on a personal computer.	Experience of the directorate's services.	
Skills and competencies		
Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate numerical data using arithmetic functions and organise in suitable graph or spreadsheet format, as appropriate. Ability to organise self and work without constant supervision. 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. Able to use own initiative and effectively organise own time and that of subordinate staff. Regular periods of concentrated mental attention with regular 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		
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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