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| **Job Description** | |
| **Post title** | Administration Assistant |
| **JE Reference No** | A3819 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Business Support |
| **Reporting to** | The post holder will be accountable to the Senior Support Services Officer  in the service area allocated |
| **Location** | Your normal place of work will be at Meadowfield or County Hall. However, you may be required to work at any council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will work in co-operation with the other Administration Assistants in Business

Support.

The post holder will also work with other Support Services staff in Business Support to ensure service delivery. The post holder will also work when required in conjunction with other Managers who along with the Business Support Manager form part of the Regeneration, Economy and Growth and Neighbourhoods and Climate Change Management Teams.

Liaison with other Corporate Service functions will also be required in order to ensure “single”

Council working is delivered.

The post holder will be responsible for providing Administrative Support in a customer focussed

Support Services team within Regeneration, Economy and Growth and Neighbourhoods and

Climate Change and will work closely with the Heads of Service and Technical Staff to ensure the

team are providing a quality back office support service. These teams will comprise of:

* Building & FM Services
* Clean & Green
* Neighbourhood Protection,
* Refuse & Recycling
* Fleet
* Strategic Waste Management
* Design Services,
* CPPMU
* Strategic Highways
* Highway Services

In addition the post holder will be responsible for transforming existing systems with an aim to

eradicate paper and promote electronic data interchange/ filing where possible. Also challenging

and streamlining existing systems in accordance with lean systems thinking to remove unnecessary

processes. A flexible approach must be adopted at all times and an ability to manage and motivate

staff at all times is essential.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Challenging existing ways of working in order to develop lean systems with electronic data interchange, electronic filing and on-line input wherever possible.
* Assist in the development of procedural guidance notes for all functions within the service.
* To work with a customer focussed team approach.
* To participate in team meetings and ensure effective and efficient channels of communication are facilitated.
* Assist in identification of risks within the service area.
* Promote a positive culture with colleagues and contributing to providing continuous service improvement.
* Work with the team to ensure invoices are paid in accordance with P2P procedures.
* Where required rotate duties with other members of staff in the section to ensure cover is provided at all times of absence.
* Work with other colleagues in Business Support to ensure peaks and troughs in other areas are supported.
* Ensure a professional approach to work is adopted at all times.
* Work with the other Administration Assistants to ensure a quality service is provided to front line services at all times.
* Ensure relevant Risk Assessments are carried out as appropriate to the section area.
* Ensure post handling is carried out efficiently and effectively over the appropriate sites.
* To work with other Support staff to assist in providing documents and reports to defend

insurance claims.

* To work with other members of the team to ensure resources are efficiently and effectively used.
* Work with Technical Staff to ensure administrative support is in accordance with business needs.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Corporate Director or Business Support Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification Administration Assistant | | |
|  | Essential | Desirable |
| Qualifications | 5 GCSE’s (Grades A-C) or equivalent. | Evidence of Personal improvement  NVQ Level 3 in Business Administration |
| Experience | Proven experience in taking ownership and delivering results  Experience in promoting a positive culture whilst working within a team  Able to manage major change effectively  Experience working independently with minimum supervision  Experience with ICT packages | Experience in development of electronic systems and streamlining processes  Experience with Oracle  Experience in challenging admin systems with a view to lean system working |
| Skills & Knowledge | Practical knowledge and understanding of local government administration processes.  An up to date knowledge of relevant legislation, policies and safe working practices.  High level written and oral communication skills | An ability to be pro-active in service development and improvement  Have a knowledge of electronic post facilities  A knowledge of Risk Management processes    A knowledge of Insurance data required for claims handling |
| Personal Qualities | A positive attitude committed to excellent customer service  Travel is an essential requirement of the post |  |