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| **Job Description** | |
| **Post title** | Administrative Assistant |
| **JE Reference No** | N8413 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | Senior Officer (Admin Support) |
| **Location** | Your normal place of work will be County Hall but 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** |

To provide a responsive, efficient, and effective administrative and business support to teams supported by Business Services.

To provide transactional support functions in relation to invoicing, requisitioning, use of Civica system to input correspondence and complaints and other enquiries.

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| **Duties and responsibilities** |

1. Contribute to the delivery of service standards, quality and performance targets for the Finance Services in accordance with the Council’s Aims and Objectives.
2. To provide an efficient and effective support service to the Assessment & Awards and Payments Income & Support Teams, Finance & HR Services and other teams supported by Business Services.
3. Check the validity and accuracy of all documentation received and act upon this accordingly in a timely manner.
4. Provision of effective business support services processing orders, requisitions and invoices meeting Council standards.
5. Processing and monitoring staff allowances including car mileage and mobiles phones on behalf of specified services.
6. To be aware of all legislation and procedures impacting service delivery.
7. Assist in the allocation, monitoring and response to all Corporate Complaints ensuring that agreed corporate timescales are met.
8. Assist in the allocation of correspondence received for the Fraud team and use of Civica system to query this correspondence.
9. Meet performance targets as advised by the Senior Officer & Team Leader.
10. Contribute to continuous improvement activities in order to improve service delivery.

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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 chance 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 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 | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent | * Further general academic qualifications |
| Experience | * Dealing with members of the public * Liaising with both internal and external customers * Operating on line computer systems * Working in ab administrative/financial support environment | * Previous experience of working within Revenues and Benefits |
| Skills & Knowledge | * Good IT skills * Excellent interpersonal and communication skills * Ability to manage and prioritise own workload and ensure tasks are completed accurately and within the prescribed timescales * Excellent administrative skills | * Knowledge of Revenues and Benefits legislation * Knowledge of Civica Systems |
| Personal Qualities | * Self motivated * Innovative * Flexible approach to work * Positive attitude to change * Commitment to customer service * Expect to undertake training to meet the changing demands of the post |  |