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Northumberland County Council
JOB DESCRIPTION

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Post Title: Administration Assistant	Director/Service/Sector: Local Services, Area Admin		Office Use
Band: 4	Workplace: Area based		JE ref: 23
Responsible to: Administration Officer	Date: 22 October 2010	Lead & Man Induction:	HRMS ref:

Job Purpose: To contribute to the efficient and effective delivery of Local Services within a designated geographic area, through the provision of administrative, technical & financial support to these service areas as part of a team(s) of support and ancillary staff. The services areas covered will include for example refuse collection, recycling, garden & commercial waste services, parks and grounds maintenance, cleansing, gully emptying, markets, car parks and vehicle fleet management and, where appropriate, highways maintenance, winter maintenance and cemetery and burial administration.		
Resources Staff	Part of a team of support, technical and ancillary staff.	
Finance	Handling cheques, invoices and taking cash payments. Raising invoices, accounting for expenditure against allocated budgets and debt management. Ordering goods and supplies to support front line staff through ICT systems.	
Physical	Use of PC & shared responsibility for office equipment. Handling and processing significant bodies of key corporate data. Ordering, stock control and accounting of expenditure against specified budgets.	
Clients	Shared responsibility for ensuring that Local Services are delivered to the agreed quality and customer care standards. Frequent direct contact with service users and processing of complaints/disputes. Close working relationship with Contact Centre staff and service managers and supervisory staff.	

Duties and key result areas:

1. Assist with the organisation of the work of a small group or team of staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards.

2. Contribute to the induction, appraisal, training and development of less experienced colleagues, acting as coach and mentor as necessary.

3. Receive and administer service requests both direct from customers and via Front Office staff/CRM system using agreed practices and procedures to ensure the smooth & efficient delivery of Local Services in accordance with quality and customer care standards.

4. Operate financial and performance management information systems that support the aims of the service and the organisation and manage and administer records in accordance with relevant statutory requirements.

5. Raise invoices and issue associated contractual and service documentation to clients, process payments, manage debt recovery and operate information systems such as service, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, rapid access and ease of use.

6. Support the delivery of Local Services by raising and receipting orders for goods and supplies using Oracle e-business suite or Fleetmaster, as appropriate

7. Individually and as part of the team provide general office support; filing, handling mail, dealing with callers/visitors, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards.

8. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute performance management, financial data and statutory returns in accordance with predetermined boundaries or as instructed, including where appropriate responding to Land Searches.

9. Actively assist in the development and implementation of specific professional, service led or high profile projects and arrange meetings, attending and taking accurate, straightforward notes as requested.

11. Contribute to the management of staff training and personnel records and arranging training events and accommodation and travel for service staff as requested.

12. Maintain health and safety and personnel records associated with Local Services in accordance with Council policies, as requested.

13. Provide administrative support to ensure the safe and efficient operation of the vehicle fleet used in the delivery of Local Services within a designated area.

14. Provide administrative support in the processing of insurance claims in respect of Local Services in accordance with Council procedures and policies.

15. Ensure care and reconciliation of petty cash and other amounts of cash or cheques.

16. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine or contentious issues.

17. Support to Local Services when responding to civil emergencies including liaison with emergency services and neighbouring authorities

18. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

Work Arrangements	
Physical requirements:	Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry.
Transport requirements:	Occasional need to travel to other service locations to provide cover, collect documents, attend training etc.
Working patterns:	37 hours per week, day work. Flexible working hours may apply if colleagues co-operate to provide cover.
Working conditions:	Normally within an office environment. Regular exposure to difficult situations including client/customer complaints and disputes.

Post Title: Administration Assistant	**Director/Service/Sector:** Local Services, Area Admin	Ref: 23
Essential	**Desirable**	**Assess by**
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. NVQ Level 2 or equivalent in a business related discipline. Evidence of continuous professional development.	NVQ Level 3 or equivalent in a business related discipline. ECDL	(a), (i) & (r)
Experience		
Considerable experience in a similar role covering a broad range of support tasks and procedures Experience in using office applications on a personal computer. Previous experience of providing administrative support to front-line services within one or more of the specific Local Services areas.	Experience using Microsoft Office. Experience of using the Oracle e-business suite.	(a), (i) & (r)
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 and to follow instructions and procedures without constant supervision. Skilled in using office applications on a personal computer Able to apply technology in new work-related situations. 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. Effective IT skills and able to use ICT to achieve Local Services work objectives.	Advanced skills in Microsoft Office. In depth knowledge relating to any of the service areas covered within the Local Services Group	(a), (i) & (r)
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 pressure from deadlines, interruptions and conflicting demands. Regular contact with the public may result in some emotional demands. Some exposure to difficult situations involving customer complaints and disputes.		(a), (i) & (r)
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.		(a), (i) & (r)
Other		
Ability to meet the transport requirements of the post.		

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