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| **Job Description** |
| **Post title** | Administrative Assistant |
| **JE Reference No** | A5952 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Business Support |
| **Reporting to** | Learning and Development Support Officers |
| **Location** | Your normal place of work will be County Hall, Durham, 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** |

The purpose of the post is to provide efficient business support to the Development Team and Learning Team in the delivery of the range of administrative responsibilities.

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| **Duties and responsibilities** |

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

Effectively manage all aspects of co-ordination of learning and development activities including consulting and negotiating with external training providers, scheduling training programmes, booking venues, catering and ensuring course publicity and documentation is provided, within timescales

Work effectively with Development and Learning Officers and course facilitators including those from other agencies

Assist with all aspects of the organisation of training courses, e-learning courses and conferences including their promotion

Create, retrieve and maintain accurate training records through use of the Resource Link and Development Learning Development System, excel and bespoke e-learning training packages.

Complaint, Compliment and Suggestion administration support

Inspection administration support for Operational Support teams

To assist in the production of the Service’s development and learning plan, collation of information on training provision.

To assist with the production of materials to publicise training programmes, ensuring that information about events is shared widely within the Service, Council and to outside agencies as appropriate.

To contribute to workforce analysis in respect of staff development and to set up and maintain systems needed to monitor target progress, supporting strategic development work around workforce planning and career pathways for the implementation of the ACT workforce and integration programmes.

To arrange attendance and monitor expenditure on external courses for staff, as agreed by Heads of Service

Undertaking the role of requisitioner, using the financial database ~~ORACLE~~ DEBs on behalf of the Development and Learning Team

Receive and respond to correspondence and enquiries from Services, Local Authority external agencies, partner organisations and members of the public.

Record training attendance accurately – ensuring that training places are maximised

To oversee the loan, maintenance and repair of training equipment, and undertake audits of equipment in line with Workforce Development processes.

Develop and ensure continual improvement in respect of the administrative systems and processes in place

Contribute to the overall effectiveness of the Workforce Development function and Complaint’s systems

To work in partnership with other areas of the service, council and with partners to add value to existing work and create new collaborative opportunities

Commitment to continuous professional development

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

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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

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|  | Essential | Desirable |
| Qualifications | BTEC National in Public Admin, NVQ Level 3 in Business Admin or equivalent |  |
| Experience | * Substantial relevant experience of working within a busy office environment, to tight deadlines.
* Experience of liaising with people of all levels.
* Experience of the full range of windows IT packages.
* File and retrieve records efficiently
 | * Excel – data monitoring (use of filters, pivot tables, V lookups)
* Resourcelink
* Azeus
* DEBS
* Microsoft Publisher
* DLDS
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| Skills & Knowledge | * Active listening
* Provision of clear information
* Management of competing priorities and meet deadlines
* Ability to cope with pressure
* Interpersonal skills
* Ability to produce accurate information in a variety of formats
* Use full range of communication skills effectively
 | * Work in multi-agency settings
* Financial and administrative systems and processes within Local Authority
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| Personal Qualities | * Importance of time management
* Puts users of the service first
* Commitment to Continuous Professional Development
* Use initiative to deal with problem solving
* Customer focussed
* Team player
* Self-motivated
* Flexible approach to work
* Amenable to change
* Attention to detail
* High standards
* Approachable and helpful
* Committed to providing a high-quality service
* Employ confidentiality and information security
 | * Financial and administrative systems and processes within Local Authorities
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