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| **Job Description** | |
| **Post title** | Administrative Officer – Youth Justice Service |
| **JE Reference No** | N7164 |
| **Grade** | 3 |
| **Service** | Resources |
| **Service Area** | Procurement, Sales and Business Services – Business Support CYPS |
| **Reporting to** | Accountable to the Senior Admin Support Officer. |
| **Location** | Your normal place of work will be CDYJS HQ at Crook but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a Enhanced 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 assist in the efficient and effective operation of the administrative services within the Youth Justice Service

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| **Duties and responsibilities** |

* To undertake appropriate administrative and clerical duties
* Input high quality, accurate data into the case management system and other databases.
* To provide appropriate administrative support to front line staff and managers
* To provide appropriate administrative support to case management meetings and referral order panels
* To assist in the provision of administrative and clerical support service for the CDYJS Volunteer Programme.
* Attend court with service practitioners in order to take appropriate notes and record outcomes on case management system
* To provide general assistance in relation to enquiries and correspondence from various sources
* Maintenance and use of manual and electronic filing systems and the retrieval of information.
* The provision of reprographic and photocopying services.
* Collection, opening and distribution of incoming post and the processing of outgoing post.
* To operate a range of IT equipment and software to produce documents and presentations and update spreadsheets and databases.
* The operation of an efficient, professional and courteous reception and telephone service to staff and clients.
* The attendance at meetings, taking notes and providing timely, quality minutes.
* To participate in a range of services and corporate activities.
* To operate with a high degree of confidentiality and discretion.
* To work flexible hours including evening, late evening, week-end and Bank Holiday working this will include providing support to court officers, on call manager should there be a remand court to ensure information required is recorded appropriately on case management system
* To work in accordance with the Restorative Justice Council Handbook Standards and the Victims Code when working with young people, parents/carers and victims

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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 | * 4 GCSEs (A, B or C) including English Language or English Literature or GNVQ Intermediate in Business Admin. Or NVQ 2 in Business or equivalent. |  |
| Experience | * Experience of electronic and manual filing systems * Experience of word processing professional letters * Experience of working to deadlines * Experience of working as a team member * Experience of answering the telephones and dealing with queries * Experience of data entry and retrieval onto a database | * Experience of attending professional meetings and taking appropriate minutes |
| Skills & Knowledge | * Good level of numeracy and literacy * Keyboard skills * Communication skills * Data entry and retrieval | * Competence in summarising and recording meetings |
| Personal Qualities | * To be able to work flexible hours including evening, late evening and week-end working * Working to deadlines * Personal commitment | * Current Driving Licence/ car owner or access to a means of mobility support |