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| **Job Description** |
| **Post title** | Administrative Officer |
| **JE Reference No** | A4991 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Procurement, Sales and Business Services |
| **Reporting to** | Team Leader, Locality Operational Support |
| **Location** | Your normal place of work will be as mentioned in advert 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 effective administrative and clerical support to Operations/Service Managers within Adults and Health Service and to the wider team that they support.

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| **Duties and responsibilities** |

* Process mail, answer and deal with telephone/personal enquiries and correspondence on behalf of the Operations Managers.
* Maintain diaries and schedule appointments.
* Manage efficient information storage and retrieval systems, both manual and computerised.
* Research, prepare and supply information as required including statistics, tracking information and producing reports.
* Co-ordinate meetings including arranging venues, sending invitations, organising agendas, taking notes and following up associated action points.
* Provide administrative support to grievance and disciplinary investigations.
* Prepare complex documents using a variety of formats including Microsoft Word, Excel and Powerpoint.
* Provide telephone answering and message taking support to the wider team.
* Complete other duties relevant to the grade as appropriate

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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 | * BTEC National in public admin or NVQ Level 3 Business (or relevant equivalent)
 | * NVQ Business Administration Level 4, BTEC Higher or ICSA.
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| Experience | * Experience of carrying out an administrative role in a busy office environment
* Note taking
* Typing speed of 35 wpm
* Experience of I.T Packages including Microsoft Office, TEAMS
 | * Typing speed of 55 wpm
* Experience of working within a PA style support role
* Experience of working with sensitive information
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| Skills & Knowledge | * Excellent Communication Skills
* Ability to work under pressure and to deadlines
* Numerate
* Good interpersonal skills
* Excellent organisational skills
* Good computer/ keyboard skills
 | * Knowledge of the Durham County Council’s policies and procedures.
* Knowledge of Azeus database
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| Personal Qualities | * Flexible approach to work
* Commitment to the provision of a quality service
* Positive attitude towards customer care
* Use initiative to assist in problem solving
* Good attention to detail
* Discrete and maintain confidentiality
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