N11531

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| **Job Description** |
| **Post title** | ADMINISTRATION OFFICER  |
| **JE Reference No** | N11531 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Business Services – Children & Young People’s Services |
| **Reporting to** | The post holder will report to the Team Leader, Business Services. |
| **Location** | Any County Council building within County Durham |
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| **DBS** | This post **is** subject to an 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 provide a comprehensive, robust administrative support service to the specialist teams to assist them to deliver a high quality service, which meets the needs of children, young people and families.

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| **Duties and responsibilities** |

The post holder will be required to;

* Provide core administrative functions to support the work of the Specialist Teams.
* Ensure that business needs are prioritised and managed effectively.
* Support the Business Services Team Leader in the delivery of all building management functions.
* Provide core financial functions to the Specialist Teams.
* Carry out other duties commensurate with the grade of the post.

**Administrative Duties:**

* Supporting the specialist teams in the provision of general administrative support.
* Managing incoming communications (email, post, telephone calls) and highlighting/prioritising key points to follow up utilising Microsoft applications.
* Ensure all initial enquiries are dealt with efficiently and courteously.
* Deal effectively with incoming telephone calls and enquiries.
* General typing duties – reports, letters and presentations.
* Set up and maintain electronic and manual filing systems in accordance with appropriate file management procedures.
* Organise travel, accommodation and hospitality requirements.
* Place orders on Oracle for equipment/resources/services for the specialist teams.
* Process payment of invoices and tracking financial transactions using Oracle.
* Recording and administering petty cash and general financial records.
* Be flexible and provide support cover as necessary.

**Administrative Support for Meetings/Team Activity:**

* To take a lead on the administration and coordination of meetings and events including booking of venues, sending invitations and organising agendas.
* Attend complex multi-agency meetings to take the minutes via Teams or face to face if required.
* Undertake progress/chasing tasks arising from meetings.
* Ensure notes taken are typed directly onto a template during meetings in line with smarter ways of working.

**Management Information & IT Systems:**

* To produce and update spreadsheets and presentations, using Microsoft packages, including Excel and PowerPoint.
* To collate and record performance data on behalf of the service management and process statistical returns as required.
* Data inputting and retrieval on the various systems used by the service.

**Communication:**

* To provide a professional and courteous ‘first point of contact’ for all services and service users contacting the specialist teams.
* Ensure all calls are handled efficiently and effectively.
* To ensure the receipt and forwarding of secure electronic correspondence to the appropriate personnel.
* To lead on the sorting, distributing and dispatching of incoming and outgoing mail, including the accurate logging and posting of secure portal items.
* Utilise online communication and collaboration tools, such as Teams to stay in touch and get help and support as required.

**Building Management:**

* Support the Business Services Team Leader in all building management tasks and take the lead for the designated building, to include:
* Oversee effective site management for the designated building.
* Oversee repairs and maintenance issues for the designated building and ensure these are reported and carried out appropriately.
* Ensure appropriate security arrangements, intruder and fire alarm systems for the designated building are in place and regularly monitored.
* Ensure that the appropriate documentation is complete and general health and safety requirements are met.

You will need to have a flexible approach to your work location and may need to offer cover / additional support across the County as directed by the Team Leader.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

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 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.

*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 Administration or NVQ 3 Business Administration or equivalent
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| Experience | * Experience of providing a range of administrative duties;
* Experience of complex issues and problem solving;
* Liaising with a range of professionals
* Dealing effectively with the public, including, children, young people and families.
* Managing own workload
* Organising and coordination of meetings and events
* Minute taking of complex meetings
* Experience of working with databases and management information systems
* Production and analysis of performance reporting
* Financial procedures, petty cash etc
 | * Working within a Children’s Services environment
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| Skills & Knowledge | * Good interpersonal skills
* Excellent planning and organisational skills
* Excellent communication skills
* Excellent IT skills including use of all the Microsoft packages
* Excellent keyboard skills
* Numerate and literate
* Ability to work alone and as a team player
* Ability to work to tight deadlines
* Ability to multi-task
* Methodical
* Accurate
 | * Experience of using Liquid Logic
* Knowledge of Data Protection and Caldicott Principles
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| Personal Qualities | * A genuine interest in children, young people and families
* To have a respect for diversity and be committed to the principles of Equal Opportunities
* Helpful and Pleasant manner
* Self-motivated
* Proactive
* Team Player
* Flexible
* Confident
* Resilient
* Adaptable to change
* Discretion and confidentiality
* Ability to work under pressure
* Tact and Diplomacy
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