# **Job Description** Durham County Council logo

| **Post title** | Administrative Support (Support and Recovery) |
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| **Job Evaluation** | N9403 |
| **Grade** | Grade 4 |
| **Service** | Resources  |
| **Service area** | Business Services  |
| **Reporting to** | The postholder will be accountable to thew Business Services Senior Co-ordinator |
| **Location** | Your normal place of work will be within one of the approved Support and Recovery team bases, but you may be required to work at any Council workplace within County Durham |
| **Disclosure and Barring Service (DBS)** | This post **is subject to a Enhanced Disclosure** |
| **Flexitime** | This post is not 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 |

## **Description of role**

The post-holder will undertake a variety of administrative and clerical duties to ensure high standards of administrative and clerical support are met

To be the first point of contact across the Support and Recovery provision

To implement and monitor, in line with the requirements of the services, a range of systems to improve effectiveness and efficiency of the provision

## **Duties and Responsibilities**

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

 To monitor the quality of service delivery and report the performance regularly to the Area Managers

* To provide administrative support to the Support and Recovery service Teams, including implementation and maintenance of administration and communication systems and the use of various IT packages;
* To support the undertaking of prescribed audits to ensure full compliance by the service of relevant functions, such as finance, health and safety etc.
* To support the service with the arrangement of courses including arranging venues, ensuring all paperwork is completed in a timely manner for the appropriate members of the team etc.
* To ensure communication with stakeholders is carried out appropriately and in a timely fashion and liaise with team members as appropriate
* To support the function of the Support and Recovery Services, be pro-active and supportive in assisting the wider staff team undertake their roles through robust administrative and clerical support including diary support, ensuring awareness of tasks required etc.
* To compile information and analyse data around the various Support and Recovery Services
* Arrange and prepare for meetings, reviews and other related meetings;
* Attend, support and produce minutes of meetings in accordance with timescales and circulate as appropriate
* To organise and distribute minutes and information as appropriate to stakeholders/ partner agencies/ participants
* To input information, carry out analysis, produce reports, provide statistical information and maintain and develop relevant databases as appropriate
* To be open to new ways of working
* To take responsibility for petty cash and appropriate ledgers
* To be responsible for ordering, resources, repairs etc. as required by the service
* To complete, co-ordinate and ensure the maintenance of appropriate records where necessary, including information on service users, staff, site risk register etc.
* To be responsible for monitoring/dissemination of information as required
* To identify and, where necessary, undertake any appropriate training/ development
* Deal appropriately with members of the wider staff team, members of the public, service users and their carers and report any issues or areas of concern in a timely manner in-line with agreed policies and procedures
* A commitment to continuous professional development
* To ensure professional boundaries are maintained
* To undertake such other duties commensurate with the grade of post that may be required to ensure the service continues to meet or surpass the needs of people, as identified, in agreement with management

## **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.

## **Person Specification**

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| **Attributes** | **Essential** | **Desirable** |
| **Qualifications** | * A recognised qualification in Business Administration at NVQ Level 3 or equivalent
 | * Business Administration Level 4 or above Criteria
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| **Experience** | * Relevant experience of clerical/administrative experience, including finance
* Use of IT operations
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| **Skills and Knowledge**  | * Skilful in a range of computerised systems including word and excel
* Confidential approach
* Able to analyse information and disseminate effectively
* Good recording and communication skills
* Access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance) as required
* Ability to support service initiatives
* Excellent customer care skills
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| **Personal Qualities** | * Work on own initiative - motivated
* Team Player and supportive of teams/individuals
* Flexible and positive approach to work
* Approachable
* Ability to work in various settings
* Supportive of new initiatives and processes
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