

# Job Description

	<b>For HR use only</b>	Vacancy Ref No: DBS0607
<b>Directorate</b>	HECS	
<b>Service and Team</b>	Community Learning Disabilities Team	
<b>Post Title</b>	Administrative Assistant	
<b>Grade</b>	5	
<b>Reports to</b>	Team Manager	
<b>Responsible for</b> (employees / equivalent)	None	
<b>Job Purpose</b>		
<p>To support the team to provide an efficient and effective service by providing a professional and accurate administrative support service.</p> <p>To provide general and clerical support to the Community Learning Disabilities Team.</p> <p>To provide a professional reception to callers and assist to signpost to appropriate professional or service.</p> <p>Completion of and aiding with a range of administrative tasks including minute taking at safeguarding meetings and complex Muti agency meetings.</p> <p>Contribution to the improvement and development of office systems.</p> <p>To ensure staff have access to the appropriate equipment in order for them to undertake their role and fulfil their statutory duties.</p>		
<b>Job Content</b>		
<ul style="list-style-type: none"><li>▪ Word processing and production of reports, taking of minutes at meetings and production of the draft and final documents following the meeting. Including letters and correspondence and other written work as necessary.</li><li>▪ Supporting the wider CLDT by taking detailed and accurate notes at performance management, fact find and disciplinary meetings and producing the records of these meetings.</li><li>▪ Co-ordinate all aspects of complex case meetings: including arranging meetings, distribution of all documents prior to meetings and minute taking.</li><li>▪ Minute taking at client reviews and/or other client MDT meetings as required.</li><li>▪ Input and extraction of information from computerised client databases such as LAS, LCS, and any future systems that might be introduced.</li><li>▪ Answering the telephone and dealing with initial queries from customers both internal</li></ul>		

and external and including families of users of the service.

- Mentoring administration apprentice.
- Undertaking financial processing activities such as processing of orders/invoices, in accordance with financial regulations
- Assisting with electronic and paper diary management, ensuring that appointments are made and communicated effectively.
- Operate a switchboard.
- Filing and maintaining of client records. This will include the management of historic paper files including where necessary destruction of records and the creation and maintenance of electronic client records.
- General clerical and administrative tasks as necessary e.g. dealing with incoming and outgoing mail, photocopying, stock control and re-ordering, petty cash, arranging bulk printing and arranging meetings.
- Contribute to improvement and development of office systems.
- Ensure the security of sensitive and personal information as needed.
- Providing a meet and greet service where needed for visitors.
- Work within health and safety arrangements and take appropriate responsibility for their own Health and Safety and that of others.
- Undertaking accredited and in-house development and training as appropriate and as required by the authority.
- Attend and contribute to meetings, including team meetings, and ensure attendance at relevant briefings.
- Take responsibility for continuing personal development and participate in appropriate training and development activities.
- Always maintain confidentiality, advising an individual if the information they have provided cannot be kept private (eg a safeguarding issue)
- To contribute to service development and improvement in the team and service area
- Other duties as appropriate in line with the grade of the post.

#### **Climate Change Values and Behaviours**

We strive to reduce the carbon footprint of our services by using less energy in our buildings, travelling less in our vehicles and increasing our recycling.

We encourage innovation and the generation of new ideas in the way we do things, including increasing the environmental sustainability of our services.

#### **Equality, Diversity and Inclusion Values and Behaviours**

We treat all our colleagues, residents and service users with dignity and respect. We embrace and value people's differences. We act as allies, educating ourselves, empowering others and tackling discrimination.

#### **Special Requirements of Post**

Working Conditions	Based at Quadrant East with the Community Learning Disability Service
Working Requirements and Arrangements	1 Full Time post available

Physical Requirements e.g. driving, lifting, and handling	None
DBS and Safeguarding Checks required	Enhanced
Responsibility for Safeguarding or extent of contact with children, young people and/or adults at risk of harm.	Minute taking at meetings
Politically Restricted	No

# Person Specification

Job Criteria			
Factor	Essential	Desirable	Assessment method
Knowledge	<p>Ability to demonstrate initiative and self-motivation as well as being able to follow instruction.</p> <p>Excellent written and verbal communication skills</p> <p>Good literacy and numeracy skills</p> <p>Proven IT skills and knowledge of administration systems and processes.</p> <p>Knowledge and ability to confidently use a range of IT software packages including Excel and Word</p>		Application/Interview

	Accurate typing skills  Ability to work in a flexible and responsive way.  Competent in minute taking		
Qualifications and Training including Professional Registrations	Relevant Admin Knowledge of Excel, Work, Outlook		Application/Interview
Skills & Experience	Experience of working in a busy administrative environment  Experience of working with customers.  Experience of working as part of a team and to be able to work flexibly across differing functions within CDT/CLDT  Experience of managing sensitive and complex information electronically		Application/Interview
Our Values	We Listen, We Care, We Are Ambitious, We Are Good Value for Money		
Special requirements			
Factor	Essential		Assessment method
Occupational Requirements under the Equality Act 2010			
Factor	Desirable		Assessment method

**Please note if you intend to use your own vehicle (or non-council vehicle) for business mileage you must hold the relevant driver's licence, MOT, and insurance documentation.**

