Job description

Job title: Administrative Assistant
Grade: Dorset Grade 4
Job evaluation reference: BA6004
Job family: Business, Policy and Administration

Purpose and impact

1. To undertake a range of general administrative duties to support the efficient operation of a named team or teams, including creating, maintaining and interrogating information records and statistical information.
2. To work within agreed principles and guidelines, under the direct supervision of the line manager.
3. Work will be regulated by laid down procedures but with an occasional requirement for creative or innovatory thinking especially when creating, developing and reviewing administrative procedures.
4. Contacts will be generally on well established matters and may involve members of the public and service users and occasionally dealing with issues where the outcome may not be straightforward.
5. The postholder will be expected to make decisions within rules and procedures but with some discretion to choose from established alternatives.

Key responsibilities

6. To undertake word processing duties, including letters, memoranda, reports, forms and templates, including complex documents on occasion.
7. To provide reception and switchboard services and deal with initial enquiries from customers, service users and other members of the public, directing them to the appropriate services.
8. Take messages on behalf of operational staff, dealing with routine queries and giving appropriate guidance (within defined boundaries) to the caller when required.
9. To create, maintain and interrogate confidential computerised information records including specialised IT systems such as client and budgetary data bases to ensure accurate and current data is maintained at all times.
10. Provide other office services as required, including the creation and maintenance of files and filing systems, collation of manual data, photocopying, distribution of information, maintenance of stationery supplies, incoming and outgoing post, preparation of minutes, processing and checking of accounts and invoices and receiving and accounting for monies paid in.
11. Contribute to the development of administrative functions ensuring changes in legislation and Directorate requirements are met and information distributed.
12. Where the post is based within the People - Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
13. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
14. Any lesser or comparable duties a required relating to the particular specialised function of the team or teams.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: The postholder will be required to work under the direct supervision of the line manager.

Responsibility for: The postholder will generally not be required to line manage other staff but may be required on occasion to supervise other staff on a day to day basis and allocate and/or check work.

Other factors

15. The postholder may have some responsibility for small items of equipment or cash.
16. Work is subject to interruptions to deal with queries from operational managers and staff and to take telephone calls from service users and/or members of the public, or to deal with visitors to reception.
17. There is occasionally documentary and/or telephone work content of a sensitive/distressing nature.
18. There is a requirement for significant use of IT and a high level of computer/keyboard work.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.

Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum of 4 GCSEs at grade C or above including English and Mathematics, or equivalent evidenced from ability testing	Application form
Experience	
2. Relevant and transferable experience in an administrative role, using computerised systems.	Application form Interview Assessment
3. Experience of using a range of IT systems, including Word, Excel, email and databases.	Application form Interview Assessment
4. Experience of working in a team.	Application form Interview Assessment
Knowledge	
5. Knowledge of office practices and computerised systems	Application form Interview Assessment
6. Knowledge of a range of IT systems, including Word, Excel, email and databases.	Application form Interview Assessment
Skills and abilities	
7. Good written/spoken English	Interview Assessment References
8. IT skills including accurate keyboard skills	Interview Assessment References
9. Good interpersonal skills	Interview Assessment References
10. Ability to work with minimum supervision and to use initiative	Interview Assessment References
11. Ability to build and sustain good working relationships	Interview Assessment References
12. Ability to communicate effectively, orally and in writing.	Interview Assessment References
13. Ability to retain information and produce accurate/quality work	Interview Assessment

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		References
14.	Ability to organise own workload effectively, prioritising tasks and working to defined deadlines	Interview Assessment References
15.	Ability to work under pressure	Interview Assessment References
16.	Apply confidentiality to all information handled.	Interview Assessment References
Our values		
17.	Respect	Interview Assessment
18.	Together	Interview Assessment
19.	Accountability	Interview Assessment
20.	Openness	Interview Assessment
21.	Curiosity	Interview Assessment
Other		
22.	To be flexible with an adaptable approach to work	
23.	To undertake training as required	
24.	Able to fulfil the travel requirements of the post	

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	**Assessed through:**
25. ECDL or equivalent IT qualification	Application form
26. RSA Stage 2 typing/word processing (or equivalent).	Application form
27. NVQ in Customer Service.	Application form
28. NVQ in Administration	Application form
Experience	
29. Previous experience of working in a large organisation or local authority	Application form Interview Assessment
30. Previous experience of customer care.	Application form Interview Assessment
Knowledge	
31. Understanding of the work of local authorities	Application form Interview Assessment
Skills and abilities	

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	Interview	Assessment	References
Other			

Approval

Manager's job title: Service Head
Date: January 2015