

Job title: Secretary

Grade: Dorset Council Grade 5

Job evaluation reference: CC996g

Job family: Business, Policy and Administration

## Purpose and impact

1. To provide secretarial, administrative and clerical support to officers within the County Council

## Key responsibilities

1. To undertake word processing (copy and audio typing) and database entry to required standards.
2. To deal with telephone calls and personal callers and correspondence and to respond to requests for information in accordance with procedures.
3. To undertake general secretarial, clerical and administrative duties, including minute-taking at meetings.
4. To use electronic communication and data recovery systems and other appropriate systems.
5. To maintain and manage the diaries of officers as required.
6. To maintain files, reference documents, manuals etc and ensure prompt access to papers for meetings.
7. To maintain a high standard of customer care in representing Dorset County Council at all times.
8. To maintain confidentiality in accordance with prescribed protocols and legislation.
9. To research and collate information as required.
10. To undertake appropriate training as required.
11. To undertake any other duties commensurate with the grade

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.

## Other factors

1. Shared responsibility for proper use and safekeeping of data record systems both manual and electronic.
2. The work is subject to regular interruptions.
3. There is a high level of computer / keyboard work with significant use of V.D.U.’s

## Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under ‘[Working for Dorset Council’](https://www.dorsetforyou.gov.uk/jobs-and-careers/recruitment/our-behaviours.aspx).

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

## Essential

Essential criteria are the minimum requirement for the above post.

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| Qualifications/ training/registrations Required by law, and/or essential to the performance of the role |
| 1. RSA Stage II in typing / word-processing or ECDL (standard level), or equivalent qualification, or evidence of equivalent skill level |
| 1. Four GCSEs at grade C or above including Maths and English, or equivalent |
| **Experience** |
| 1. Experience of working as a secretary in a busy office environment |
| **Skills, abilities & knowledge** |
| 1. Knowledge of computer software packages including Windows, Microsoft Word, PowerPoint and Excel |
| 1. High degree of computer literacy |
| 1. Excellent organisational skills |
| 1. Excellent communication skills |
| 1. Ability to take minutes |
| **Behaviours** |
| 1. [Respect](https://www.dorsetforyou.gov.uk/jobs-and-careers/recruitment/our-behaviours.aspx#Respect) |
| 1. [Responsibility](https://www.dorsetforyou.gov.uk/jobs-and-careers/recruitment/our-behaviours.aspx#Responsibility) |
| 1. [Recognition](https://www.dorsetforyou.gov.uk/jobs-and-careers/recruitment/our-behaviours.aspx#Recognition) |
| 1. [One Team: Collaboration](https://www.dorsetforyou.gov.uk/jobs-and-careers/recruitment/our-behaviours.aspx) |
| **Other** |
| 1. Confidence in dealing with people |
| 1. Hard working, flexible, presentable |

## Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

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| Qualifications/ training/registrations |
| 1. RSA Stage III in word-processing or Word Advanced (ECDL) or equivalent qualification, or evidence of equivalent skill level |

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| **Approval** | | | |
| Manager |  | Date | August 2015 |