

## The Council

Northumberland County Council operates a huge range of services across the largest county in the UK. Local Government's ongoing challenges and the diversity of our residents means we have to work smarter. That's why we want bold, creative and agile thinkers who can help us move forward and innovate.

### The role and essential requirements:

- Complete administration work that supports the needs of the department
- To provide an effective and efficient service to internal and external customers
- Understand who customers are and the difference between internal and external customers
- Obtain customer feedback and evaluate
- To deal with customers face to face and on the telephone
- Receive telephone calls from internal and external customers, deal with visitors, take messages and answer straightforward enquiries in accordance with service standards
- Provide general office services such as photocopying, collation, laminating and binding in accordance with guidelines
- Prepare and present a range of documents such as correspondence and emails to an agreed standard
- Operate general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service
- Enter data into spreadsheets, databases and other electronic information systems, extract and distribute information as directed ensuring accuracy and confidentiality
- Maintain information systems such as filing, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, ease of use and access
- Deal with incoming and outgoing post in accordance with established procedures
- Carry out all mandatory training
- Cover some duties of other administrative staff within the department during times of annual leave and sickness as required
- Other duties appropriate to the nature, level and grade of the post

### We are offering:

- Access to the Local Government Pension Scheme (or other pension scheme)
- A wide range of staff benefits including a competitive annual leave provision
- Level 2 NVQ in Business Administration

For more information on the Councils Apprenticeship opportunities, please click here:

<https://www.northumberland.gov.uk/Education/Apprenticeships.aspx>

Please note that successful applicants must be able to attend a Gateway session for any further information, please contact **The Apprenticeship Team on 01670 622104** for an informal discussion.

Northumberland County Council is an equal opportunities employer and we welcome applications from all sectors of the community. If you require any further information on this or for more details working for Northumberland County Council, please click here: <http://www.northumberland.gov.uk/working>

If you have a disability and would prefer to apply in a different format or would like us to make reasonable adjustments to enable you to attend interview please contact **Gill Fox on 01670 622107**.