

1. **POST TITLE:** Administrative Officer
2. **POST NUMBER:**
3. **GRADE:** Grade 4 (JE Ref No: N9388)
4. **LOCATION:** Any County Council building within County Durham.

5. **RELEVANT TO THIS POST:**

Flexible Working: Subject to service needs the council's flexible working policy is applicable to this post.

Disclosure & Barring Service: Enhanced Level

6. **ORGANISATIONAL RELATIONSHIPS:**

The Administrative Officer is accountable to the Team Leader, Locality Operational Support.

7. **DESCRIPTION OF ROLE:**

To provide a comprehensive, robust administrative support service to support to the One Point Service and Family First Team members to assist them to deliver a high quality service, which meets the needs of children, young people and families.

8. **DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:**

The post-holder will be required to:

- Provide core administrative functions to support the work of the Specialist Teams;
- Oversee the provision of administrative support to OPS/FF staff within designated buildings, including day to day allocation of work;
- Support the Team Leader, in the delivery of all buildings management functions;
- Provide proactive support to inspection arrangements, e.g. file preparation, and provide a liaison role where appropriate
- Provide core administrative functions to support the work of the Operations Manager;
- Ensure that business needs are prioritised and managed effectively;
- Provide proactive support to inspection arrangements, e.g. file preparation, and provide a liaison role where appropriate;
- Adhere to finance regulations in relation to petty cash arrangements.
- Carry out other duties commensurate with the grade of the post.

Administrative Duties:

- Supporting the OPS/FF staff in the locality in the provision of general clerical and administrative support;
- Assist with general typing duties – reports, letters, genograms, chronologies etc;
- Assist with reception duties (receiving visitors, taking calls & messages, dealing with queries);
- To take a lead and oversee cover arrangements within designated buildings
- Managing incoming communications (email, post, telephone calls) and highlighting/prioritising key points to follow up;
- To create electronic documents, reports, letters etc from copy and dictation;
- To highlight issues of a urgent nature to relevant senior members of the team;
- Set up and maintain electronic and manual filing systems;
- Organise travel, accommodation and hospitality requirements;

- Establish and maintain a daily bring forward system;
- Process payment of invoices and tracking of financial transactions using Oracle;
- To have day to day responsibility for financial duties within the locality office, including petty cash and monthly reconciliations, administration connected with procurement cards, banking of income, liaison with CYPS Finance colleagues and, where necessary, issuing of cash to clients;
- To liaise and prepare papers for finance panels, attending meetings to take notes if required.

Administrative Support for Meetings/Team Activity:

- To take a lead on the administration and coordination of arranging meetings, including the production of papers, schedules and venue bookings;
- To take a lead on attending meetings and taking minutes as required;
- Lead on administration of area activities and events, including the setting up of rooms
- Undertake progress/chasing tasks arising from meetings;
- The preparation, production and presentation of documents and minutes from own notes and from a variety of sources of information;
- To manage the electronic diary on behalf of the Operations Manager;

Management Information & IT Systems:

- Assist the Team Leader with the development and maintenance of accurate electronic filing systems, including SharePoint, in line with Information Governance requirements;
- Retrieval and transfer of records including DIP/SSID/Connect etc as required by the team;
- To produce and update spreadsheets and presentations, using Microsoft packages, including Excel and PowerPoint.
- To collate and record performance data on behalf of the service management and process statistical returns as required;
- Data inputting and retrieval on the various systems used by the service;

Communication:

- Provide a professional and courteous “first point of contact” for all services and service users contacting the team, including receptionist duties;
- Ensure all calls are handled efficiently and effectively;
- To oversee the receipt and forwarding of secure electronic correspondence to the appropriate personnel;
- To provide a backup service for the sorting, distribution and dispatching of incoming and outgoing mail including the accurate logging and posting of secure postal items;

Buildings Management:

- Support the Team Leader, Service Support in all building management tasks and take the lead for designated buildings, to include:
- Oversee effective site management of the designated building(s) for the Service
- Oversee repairs and maintenance issues for the designated building(s) and ensure these are reported and carried out appropriately
- Ensure appropriate security arrangements, intruder and fire alarm systems of the designated Building (s) are in place and regularly monitored
- Ensure that the appropriate documentation is completed and general health and safety requirements are met

9. COMMON DUTIES AND RESPONSIBILITIES:

9.1 Quality Assurance

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 Communication

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 Professional Practice

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 Health and Safety

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 General Management (where applicable)

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 Financial Management (where applicable)

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 Appraisal

All members of staff will receive appraisals and it is the responsibility of each member of staff to **follow guidance on the appraisal process.**

9.8 Equality and Diversity

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 Confidentiality

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 Induction

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification Administrative Officer

	Essential	Desirable	Method of Assessment
Qualification	<ul style="list-style-type: none"> • BTEC National in Public Administration or • NVQ 3 Business Administration or equivalent 		Application form
Experience	<ul style="list-style-type: none"> • Experience of complex issues and problem solving; • Liaising with a range of professionals • Managing own workload • Organising events, conferences, meetings administration; • Minute taking • Dealing effectively with the public, including children and young people; • Financial procedures, petty cash etc • Experience of working with databases and management information systems • Production and analysis of performance reporting • Initiating and monitoring new office procedures • Diary Management 	<ul style="list-style-type: none"> • Working within a Children’s Services environment • Provision of administrative support to managers 	Application form Selection Process Pre-employment checks
Skills / Knowledge	<ul style="list-style-type: none"> • Good interpersonal skills • Excellent planning and organisational skills • Excellent communication skills • Excellent IT skills including use of all the Microsoft packages • Excellent keyboard skills, with a minimum requirement of 35 wpm • Numerate and literate • Being able to work on your own initiative • Ability to work to tight deadlines • Methodical • Accurate • Diary Management 	<ul style="list-style-type: none"> • Typing speed of 55wpm • Political sensitivity and awareness • Knowledge of one or more of the services that this role supports • Knowledge of Data Protection and Caldicott principles • Experience of data entry onto SSID, Dip 	Application form Selection Process Pre-employment checks

Personal Qualities	<ul style="list-style-type: none">• A genuine interest in children, young people and families• Self-motivated• Proactive• Team Worker• Flexible approach• Confident• Resilient• Adaptable to change• Discretion and Confidentiality• Ability to work under pressure• Tact and Diplomacy		Application form Selection Process Pre-employment checks
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