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| **Job Description** |
| **Post title** | Administration Officer |
| **JE Reference No** | N10180 |
| **Grade** | Grade 4 |
| **Service** | Transformations and Partnerships |
| **Service Area** | Business Support – Adult Health Services |
| **Reporting to** | The post holder will report to the Team Leader, Business Support Services. |
| **Location** | Your normal place of work will be an agreed County Council building within County Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is/is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide a comprehensive, robust administrative support service to support the Public Health Team and Public Health CPPO/CO within the Commissioning Team

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| **Duties and responsibilities** |

The post-holder will be required to:

* Provide core administrative functions;
* Ensure that business needs are prioritised and managed effectively;
* Carry out other duties commensurate with the grade of the post.

Administrative Duties:

* 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 allowing easy retrieval;
* Organise travel, accommodation and hospitality requirements;
* Establish and maintain a pass back system for staff supporting;
* Process payment of invoices and tracking of financial transactions using Oracle;

Administrative Support for Meetings/Team Activity:

* To make arrangements for meetings and events including the booking of venues, arranging refreshments, sending invitations, organising agendas, and taking minutes;
* 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 assist in the management of the electronic diary for members of the Public Health Team and CPPO/CO;

Management Information & IT Systems:

* To produce and update spreadsheets and presentations, using Microsoft packages, including Excel and PowerPoint.
* To collate and record performance data 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;

Buildings Management:

* To report any buildings related issues to the Senior Admin Officer

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * BTEC National in Public Administration or
* NVQ 3 Business Administration or relevant equivalent
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| Experience | * 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;
* Financial procedures;
* Experience of working with databases and management information systems
* Production and analysis of performance reporting
* Initiating and monitoring new office procedures
* Diary Management
 | * Provision of administrative support to managers
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| Skills & Knowledge | * 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 alone and as a team player
* Ability to work to tight deadlines
* Methodical
* Accurate
* Diary Management
 | * 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
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| Personal Qualities | * Self-motivated
* Proactive
* Team Worker
* Flexible
* Confident
* Resilient
* Adaptable to change
* Discretion and Confidentiality
* Ability to work under pressure
* Tact and Diplomacy
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