Job Description and

Person Specification

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| **Job Description** |
| **Post title** | Administrative Officer |
| **JE Reference No** | A4735 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | SEND & Inclusion Office Manager |
| **Location** | Your normal place of work will be the Education Development Centre, Spennymoor, 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** 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** |

All officers employed within Business Services have, as well as their specific post related responsibilities, a general responsibility to contribute to the successful operation of the Business Services by recognising that the purpose of the Service is facilitating and supporting learning in the County and that doing so requires staff to work together in teams and co-operate to achieve this objective. The general responsibilities of the post therefore include:

To contribute to improving the quality of education and learning opportunities for the people of the County of Durham by assisting:

* Individual clients and service users
* Headteachers and other heads of establishments and services of the LA and other teaching and support staff on managerial, administrative, procedural, resource and other matters
* Colleague officers and inspectors and, where appropriate, governors and Elected Members in supporting schools and other educational establishments in their work

This will involve supporting the senior management team of the Department and the wider group of the Department's officers in:

* Implementing the policies of the Local Authority as they bear on the individual's post and responsibilities
* Providing direct advice and support to clients of the Children and Adults Services
* Responding to requests for advice from headteachers and heads of other educational establishments or services
* Assisting in the organisation of, and taking part in, County Council in-service training and personal development programmes
* Assisting in the implementation of special projects as appropriate to the postholder's sphere of work
* Contributing to regular review processes
* Maintaining an effective and up to date expertise and ongoing involvement in policy implementation, specifically in relation to the duties of the post but also more generally

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To provide high quality and accurate typing/word processing of reports, statutory advice and course materials, formatting and distribution of reports and statutory advice, including monitoring the statutory timescales of these reports, including work of a confidential nature.
* To word process course materials using PowerPoint.
* Input of referral information, data and maintenance of database information, producing reports from this data and liaising with the Synergy team.
* To advertise and administer training courses on Synergy and School’s Extranet and collating evaluations and charging for attendance.
* To make arrangements for meetings and training events including the booking of venues.
* Liaise with internal and external agencies regarding referrals.
* To assist with appointment and other diary commitment planning and organising.
* Open and distribute incoming mail and prepare outgoing mail for courier collection.
* Provision of a message taking service following telephone calls and signposting callers where appropriate to other services, including providing advice to members of the public and dealing with complaints.
* To receive clients and visitors.
* Responsibility for the development and maintenance of comprehensive, confidential records and archive systems. Both paper records and computerised.
* To respond to and maintain records relating to statutory and other timescales for EPS communications.
* Maintaining data for the Early Years Education Team including monitoring the requirement by age for referral of children to other services.
* To support in dealing with the work of absent colleagues in the Business Services team.
* Provision of clerical support and maintenance of the waiting list for the Portage Service.
* Supporting the following teams in the activities they undertake within a range of associated SEND Support Teams:
	+ Educational Psychology Service
	+ Cognition & Learning Team
	+ Autism & Social Communication Team
	+ Durham Portage Service
	+ Speech & Language Support Programme
	+ Movement, Sensory Motor Team
* Invoicing for courses and sale of publications.
* Assist with ordering and distributing stationery items, carrying out stock checks of stationery and equipment.
* Photocopying, binding, laminating, scanning of documents;
* Ensure documents and information are kept safe and secure in line with Data Protection and Caldicott requirements;

Given the dynamic nature of the role and structure of Business Services at the present time, it must be accepted that, as the Service’s work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the officer which may, if he/she so wishes, involve a union representative.

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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 | * NVQ Level 3 in Business Administration or equivalent
* A recognised typing qualification, with a typing speed of 55 wpm
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| Experience | * Using a word processing package
* Working in a busy office
* Typing letters, reports, memoranda
* Working to given deadlines
 | * Microsoft Office (Excel and PowerPoint)
* Experience of using Synergy Database
* School matters
* Working in an Education Department
* Typing agendas, minutes, and spreadsheets
* Dealing with members of the public
* Handling work of a confidential nature
* Current education issues
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| Skills & Knowledge | * Excellent communication skills – written and oral
* Positive telephone manner
* Excellent organisational skills
* Ability to work with others and in a team
* Ability to take messages on complex matters, research and communicate positive answers
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| Personal Qualities | * Sympathetic to the needs of client led and focused service
* Flexible approach to work
 | * Ability to work under pressure
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