

JOB DESCRIPTION

Post Title: NAS Admin Officer	Director/Service/Sector: Health & Wellbeing / Children's Services / Social Care - Northumberland Adolescent Service		Office Use
Grade: Band 4	Workplace: Northumbria House, Cramlington		JE ref: 3542
Responsible to: NAS Business Manager	Date: Apr 2019	Manager Level:	HRMS ref:
Job Purpose: To organise and assist with the management and administrative support within the NAS Team, including financial issues. To ensure admin and related tasks and procedures are followed at all times to maintain a high quality of service			
Resources	Staff	Apprentices and occasional support to Admin Staff during annual leave and sickness, etc	
	Finance	Accounting for specific sums of money and recover associated debts when necessary. Handling cheques, processing invoices and petty cash. Management and reconciliation of Imprest Account, county income and non county income. Manage the ordering of goods and services. Assist with the monitoring of service budgets against spend and projection.	
	Physical	Careful use of PC. Shared responsibility for office equipment. Handling and processing significant bodies of corporate data. Ordering and stock control	
	Clients	Directing members of the public / service users, contractors and suppliers	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. Assist with the organisation and management of a team of administrative support staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards 2. Ensure all financial and office procedures are audit compliant 3. Aid in the preparation of client files, personnel records and any other information required for OFSTED and YOT inspections 4. Assist with the management of the induction, appraisal, supervision, training, development and performance of new and established team members, acting as coach and mentor as necessary 5. Responsible for supervision, appraisal, checking flexi sheets and annual leave of apprentices and occasionally admin staff 6. Responsible for completed payment checking, coding and calculations and information processing activities in order to ensure accuracy in the payment of provider fees, and the maintenance of financial and operational systems 7. Assist with the monitoring of budgets, recording information onto spreadsheets and enabling reporting and projection of spend against budgets 8. To challenge effectively and record overpayments, and negotiating repayment plans as required. 9. Raise invoices and manage and raise requisition orders on behalf of the whole service, reconcile errors and omissions and liaise with suppliers as necessary 10. Manage and reconcile the Imprest Account, county income and non county income and complete the necessary financial returns in compliance with County Council Financial Regulations 11. To process payments which fall outside the regular payment schedule of payments 12. Contribute to the development, maintenance and implementation of procedures and systems 13. Maintain and operate information systems, i.e. Child View and ICS, for service, client or asset records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use 14. Complete / oversee any performance related tasks and delegate as necessary 15. Determine priorities in conjunction with the Team Managers and marshal resources to ensure wherever possible deadlines are met 16. Deal with external sources (clients, suppliers, public) resolving non-routine or contentious issues 17. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed 18. Arrange meetings, attending and taking accurate minutes as requested 			

19. Prepare materials for committees, working groups, team meetings, etc
20. Contribute to the continuous improvement of the Service
21. Respond to more complex or detailed enquiries both verbally and in writing
22. Individually and as part of the team, provide general office support, i.e. filing, handling mail, dealing with callers / visitors, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards

The duties and responsibilities highlight in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Occasional need to travel to other service locations, attend meetings and training
Working patterns:	Normal office hours - use of flexible hours in accordance with procedure
Working conditions:	Office based

PERSON SPECIFICATION

Post Title:	Director/Service/Sector:	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
A good general education demonstrating numeracy and literacy. NVQ Level 3 or equivalent in a business related discipline.	NVQ Level 4 or equivalent in a business related discipline. Management qualification.	
Experience		
Considerable experience in a similar role covering a broad range of support tasks and procedures. Previous experience of supervising staff, including recruitment and appraisals. Experience of working in a customer oriented service area including working face to face with the public. Experience of financial systems and be able to provide budgetary information to a high standard. Experience of providing advice and support to care providers, employees. Experience of supporting change and revised procedures resulting from legislative and other change. Experience in using office applications on a personal computer.	Experience of the directorate's services. Experience of County Council Financial Systems. Management experience of training and inducting staff. Experience using Microsoft Office and Google.	
Skills and competencies		
A sound working knowledge of computerised systems, including procurement and accounts payable functions. Ability to work on own initiative and organise own workload without constant supervision. Ability to think clearly and meet tight deadlines. Ability to work within a clear policy of confidentiality. Ability to communicate effectively with people at all levels. Ability to present budgetary and other information in a clear, concise and professional manner. Good written and verbal communication skills. A high degree of numeracy. Good working knowledge of administrative and financial practices and procedures. Well-developed team working skills and a commitment to working as part of a team. Ability to develop systems and procedures. Ability to organise and prioritise the work of a team(s) and to monitor work standards. Skilled in using office applications on a personal computer including word processing and spreadsheets. Analytical and problem solving skills	Ability to organise limited resources to meet the needs of the service. Computer skills in excel, power point, outlook and Google	

Awareness of equality and diversity issues.		
Physical, mental and emotional demands		
<p>Usually works in a seated position, including sitting in meetings for long periods of time. Some standing, walking stretching and lifting.</p> <p>Regular periods of concentrated mental attention with pressure from deadlines, interruptions and conflicting demands.</p> <p>Demonstrate integrity and upholds values and principles.</p> <p>Contact with the public may result in some emotional demands.</p> <p>Able to stay calm and level headed when under pressure.</p> <p>Have the emotional resilience to deal with distressing situations and information.</p> <p>Ability to influence and motivate others.</p> <p>Works collaboratively to develop and achieve team spirit.</p> <p>Adapts to change by adopting a flexible and cooperative attitude.</p> <p>Promotes equal opportunities and diversity in all aspects of work.</p> <p>Reliable and keeps good time.</p> <p>A commitment to providing a quality administrative support service.</p>		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits