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| **Job Description** | |
| **Post title** | Administrative Assistant |
| **JE Reference No** | A5952 |
| **Grade** | 2 |
| **Service** | Resources |
| **Service Area** | Business Support - AHS |
| **Reporting to** | Team Leader |
| **Location** | Your normal place of work will be Green Lane Council Offices, 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** 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 play an active part as a team member in providing Service Support to users of our services.

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| **Duties and responsibilities** |

* To give a high-quality clerical support service to appropriate staff as directed.
* Input and retrieve information from the Blue Badge System (BBCMS) and Social Services Information Database (SSID).
* Create and maintain effective manual and electronic filing systems in line with file management procedures.
* Answer incoming telephone calls and take accurate messages.
* Incoming and outgoing mail is received, sorted and distributed in line with procedures.
* Photocopy, present and distribute documents as requested.
* Provide a professional word processing service, producing a range of documents including letters, reports and presentations.
* Liaise with colleagues internal and external to the organisation by telephone, email or fax.

* Ensure own work schedule is planned and organised to meet the standards and targets of the Team.
* Ensure documents and information are kept safe and secure in line with Data Protection and Caldicott requirements.
* A commitment to continuous professional development.
* Assist colleagues in other areas of Service Support providing support at other localities when required.

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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 | * 4 GCSEs (A-C grades including English Language or Literature), or GNVQ Intermediate in Business) or NVQ 2 Business (or equivalent) | * NVQ Business Administration Level 3, BTEC National, BTEC Higher or ICSA. * Typing/word processing qualification |
| Experience | * Experience of working in a busy office environment * Experience of IT packages including Microsoft Office | * Able to type to 35 wpm * Experience of using the Social Services Information Database (SSID) |
| Skills & Knowledge | * Can apply numeracy and literacy skills in the workplace * Can use full range of communication skills * Manage time effectively * Excellent communication skills * Ability to work under pressure * Accuracy * Good interpersonal skills * Excellent organisational skills * Good computer/keyboard skills | * Can make, file and retrieve records effectively |
| Personal Qualities | * Team Worker * Flexible approach to work * Commitment to the provision of a quality service Use initiative to assist in problem solving * Positive attitude towards customer care * Ability to retain information * Keep information secure and confidential * Put the users of your services first | * Put the needs of service users first. |