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| **Job Description** |
| **Post title** | Administrative Support |
| **JE Reference No** | N9403 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | Management Support |
| **Location** | Your normal place of work will be one of the 5 Pathways services in Durham, Stanley, Peterlee, Spennymoor or Newton Aycliffe but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to an Enhanced disclosure. |
| **Flexitime** | This post **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** |

The post-holder will undertake a variety of administrative and clerical duties to ensure high standards of administrative and clerical support are met.

To be the first point of contact across the Pathways provision.

To implement and monitor, in line with the requirements of the Pathways service, a range of systems to improve effectiveness and efficiency of the provision.

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| **Duties and responsibilities** |

* To monitor the quality of service delivery for your area of responsibility and report the performance regularly to the Management Support
* To support the undertaking of prescribed audits to ensure full compliance by the service of relevant functions, such as finance, health and safety etc.
* To ensure communication with stakeholders is carried out appropriately and in a timely fashion, particularly during first contact duties and when signposting
* To support the function of the Pathways service and be pro-active and supportive in assisting the wider staff team undertake their roles through robust administrative and clerical support including diary support, ensuring awareness of tasks required etc.
* To analyse data around the various Pathways hubs to support effective sign-posting
* To be open to working to new ways of working
* To take responsibility for petty cash and appropriate ledgers
* To be responsible for ordering of provisions, resources, repairs etc. as required by the service
* To complete, co-ordinate and ensure the maintenance of appropriate records where necessary, including information on service users, staff, site risk register, ordering etc.
* To be responsible for monitoring/dissemination of information as required
* To identify and, where necessary, undertake any appropriate training/ development for staff
* Deal appropriately with members of the wider staff team, members of the public, service users and their carers and report any issues or areas of concern to your line manager in a timely manner in-line with agreed policies and procedures
* A commitment to continuous professional development
* To ensure professional boundaries are maintained

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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
 | * NVQ Level 4 in Business Administration or equivalent
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| Experience | * Relevant experience of clerical/administrative experience, including finance
* Use of IT operations
* Proven experience of IT skills and use of software packages such as Microsoft Teams, Word, Outlook & Excel
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| Skills & Knowledge | * Skilful in a range of computerised systems including word and excel
* Confidential approach
* Able to analyse information and disseminate effectively
* Good recording and communication skills
* Access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance) as required
* Ability to support service initiatives
* Excellent customer care skills
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| Personal Qualities | * Work on own initiative - motivated
* Team Player and supportive of teams/individuals
* Flexible and positive approach to work
* Approachable
* Ability to work in various settings
* Supportive of new initiatives and processes
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