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| **Job Description** |
| **Post title** | Administration Officer  |
| **JE Reference No** | A6432 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Business Services TAP |
| **Reporting to** | This post is accountable to the Business Services Hub Manager. |
| **Location** | Your normal place of work will be County Hall, 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** |

The post holder will be responsible for the provision of a wide and varied range of administrative support, assisting with the provision of an effective and efficient support service to the Information Management Team.

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| **Duties and responsibilities** |

* Undertake a wide range of administrative duties in relation to administration and general support to the team, which includes regular handling of sensitive & confidential information.
* To arrange corporate Information Governance meetings which are attended by managers from across the authority, using Sharepoint/ Teams to disseminate documents and information, circulating agendas, taking meeting notes, and administering the meetings as needed.
* To support the team to monitor, review and update its library of corporate documents, advice guides and range of procedures.
* Provide support to the Officer who advises upon the retention and destruction of documents, including arranging file retrieval of documents held off-site.
* Provide support, as required, with the coordination of data breach reports and corrective actions.
* To assist in the creation and collation of a variety of data for management purposes using a range of media, powerpoint, spreadsheets/ databases/ graphs as required.
* Assisting in research and best practice activities to support the team and storing this information both manually and electronically.

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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| **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 Administration or a related management support subjecti.e. 2 A Levels | NVQ Level 4 in Administration, Public Administration, Management, or a related subjectECDL or similar qualification  |
| Experience | Experience of working within an office environment.Experience of working to tight deadlinesProviding a range of administrative support. | Data protection experience.Quality control and effective use of electronic media and communication streams. |
| Skills & Knowledge | Excellent oral and written communication skills. Accurate IT and keyboard skillsProven administrative and organisational skills. Able to maintain confidentiality.Able to work to within tight deadlines. Able to plan and organise resources and monitor progress. Able to use own initiative. Taking meeting notes | Powerpoint use and knowledgeInformation Management, such as Data Protection trainingAble to take minutes. Able to analyse information to form judgements and make decisionsAdministration/ Management Support  |
| Personal Qualities | A flexible approach to work and a capability to work under pressure to deadlines with drive and enthusiasm. Methodical, accurate with concern for detail Tactful.Able to maintain confidentiality.A responsible and responsive attitude to workload and clients.Confidence and determination.Excellent communication skills.Confident communicator. |  |