

Job description

Job title: Administrative Assistant
Grade: Dorset Council Grade 5
Job evaluation reference: BA5001
Job family: Business, Policy and Administration

Purpose and impact

1. To provide clerical, administrative and secretarial support to officers within a designated function, either in support of a designated officer(s) or to the team as a whole.

Key responsibilities

2. Undertake general clerical, administrative and secretarial duties, working on own initiative as required.
3. Undertake clerical and secretarial duties which may include word processing, arranging meetings, minute-taking, diary management, handling telephone calls and/or attending to visitors.
4. Support the maintenance of data systems as appropriate by way of data input and/or extracting data to provide requested management and/or financial information.
5. Maintain filing system, both manual and electronic, which may include information relating to the team.
6. Undertake any clerical and administrative support duties specific to the post which may include updating spreadsheets, distributing questionnaires and ensuring pages on the website are up to date.
7. Liaison with other staff and external customers, as a point of contact for the team. Providing advice as appropriate and/or referring enquiries to the relevant officer.
8. Assisting with financial administrative procedures as required, such as processing travel claims.
9. Where the post is based within the People – Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
10. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
11. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

12. Reporting to: Appropriate manager as specified in the context statement
13. Responsibility for: The post may involve the day to day supervision of one or more junior members of staff as appropriate.

Other factors

14. Workstation and related IT equipment.



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15. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
16. The post holder may have some responsibility for small items of equipment or cash.
17. Work is subject to interruptions to deal with queries from operational managers and staff and may involve taking telephone calls from service users and/or members of the public.
18. There may occasionally be work content of a sensitive/distressing nature particularly in teams involving direct contact with service users.
19. Work involves keyboard/computer work but with regular opportunities for breaks away from the computer to undertake other work.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under ['Working for Dorset Council'](#).



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations
Required by law, and/or essential to the performance of the role
1. Minimum of 5 GCSEs at Grade C/4 or above including English and Mathematics, or equivalent ability evidenced from ability testing
2. RSA Stage 2 typing/word processing or equivalent ability
3. Good standard of numeracy and written literacy skills
Experience
4. Relevant and transferable experience in an administrative role, using computerised systems
5. Experience of using a range of IT systems, including Word, Excel, email and databases
6. Experience of working in a team
Skills, abilities & knowledge
7. Knowledge of office practices and computerised systems.
8. Knowledge of a range of IT systems, including Word, Excel, email and databases.
9. Good written/spoken English
10. IT skills including accurate keyboard skills
11. Good interpersonal skills
12. Ability to work with minimum supervision and to use initiative
13. Ability to build and sustain good working relationships
14. Ability to communicate effectively, orally and in writing
15. Ability to retain information and produce accurate/quality work
16. Ability to organise own workload effectively, prioritising tasks and working to defined deadlines
17. Ability to work under pressure
18. Apply confidentiality to all information handled
19. Ability to take accurate notes of meetings and produce minutes
Behaviours
20. Respect
21. Responsibility
22. Recognition
23. One Team: Collaboration
Other
24. To be flexible with an adaptable approach to work
25. To undertake training as required
26. Able to fulfil the travel requirements of the post

Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

Qualifications/ training/registrations
27. ECDL or equivalent IT qualification



Person specification

28. NVQ 2 or equivalent in Customer Services

29. NVQ 2 or equivalent in Administration

Experience

30. Previous experience of working in a large organisation or local authority.

31. Previous experience in a similar function

32. Previous experience of customer care

33. Previous experience of financial administration

Skills, abilities & knowledge

34. Understanding of the work of local authorities.

35. Understanding of policy, legislation and developments in the field of work relevant to the function.

36. Knowledge of basic accounting.

Approval

Manager

Pay & Reward Team

Date

January 2015

