

Job description

Job title: Administrative Officer – Team Leader
Grade: Dorset Council Grade 7
Job evaluation reference: BA5006
Job family: Business, Policy and Administration

Purpose and impact

1. To manage a team in providing a range of clerical and administrative support duties to officers within a designated function.
2. To manage a designated administrative team including allocation of work; carrying out Performance Development Reviews (PDRs) with individuals; identification of training needs and approval of annual leave.
3. To manage and monitor administrative procedures, systems and documentation to ensure current requirements are met and to contribute to their development and continuous improvement.
4. To ensure the provision of a high-quality service.

Key responsibilities

5. Provide office services as required, including word processing of complex letters, reports and other documents on occasion.
6. Create, maintain and interrogate confidential manual and computerised information and records, within legislative boundaries as appropriate, to ensure accurate and current data is maintained.
7. Analyse data and records as required to ensure routine management and/or financial information is available.
8. Maintain information relating to the function in various forms as required which may include drafting of leaflets and booklets and/or monitoring of webpages.
9. Undertake and monitor financial procedures as required, which may include invoicing, banking and petty cash arrangements; involvement in the monitoring of budgets and/or supporting the process of quotations and orders.
10. Act as the designated point of expertise in respect of agreed systems and procedures, providing guidance, advice and support to other staff and customers.
11. Provide support and cover in the absence of the manager as required.
12. Represent the team's view at various meetings as required.
13. Where the post is based within the People - Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
14. 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

15. Reporting to: Appropriate Supervisor/Manager
16. Responsibility for: Managing a designated administrative team as described in the main job role.

Other factors

17. Responsible for workstation and related IT equipment.



Job description

18. 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.
19. 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.
20. There may occasionally be work content of a sensitive/distressing nature particularly in teams involving direct contact with service users.
21. 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 grade C or above including English Language and Mathematics, or equivalent ability.
2.	Good standard of keyboard, numeracy and written literacy skills.
3.	NVQ 3/BTEC National Certificate or equivalent in Administration/Business Studies or evidence of equivalent skill level.
Experience	
4.	Significant 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 producing documents to a high-quality standard.
7.	Experience of financial administration/budget management as relevant to the role.
8.	Experience of customer care.
Skills, abilities & knowledge	
9.	Knowledge of effective supervision and management techniques.
10.	Proven effective knowledge of office practices and administrative procedures.
11.	Knowledge of a range of IT systems, including Word, Excel, email and databases.
12.	Good Written/spoken English.
13.	Knowledge and understanding of financial and budgetary management.
14.	Knowledge of best practice in relation to customer care.
15.	Ability to supervise, motivate and co-ordinate workload of a small team.
16.	Excellent IT skills including accurate keyboard skills.
17.	Ability to work with minimum supervision, to use initiative, prioritise and complete work under pressure.
18.	Ability to build and sustain good working relationships with people at all levels, both internal and external.
19.	Ability to communicate effectively, orally and in writing.
20.	Ability to retain information and produce accurate/quality work.
21.	Apply confidentiality to all information handled.
22.	Able to demonstrate tact and sensitivity when dealing with customers.
23.	Ability to be flexible with an adaptable approach to work.
Behaviours	
24.	Respect
25.	Responsibility
26.	Recognition
27.	One Team: Collaboration



Other	
28. Able to provide a supportive working environment to colleagues.	
29. Able to undertake training as required.	

Desirable

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

Qualifications/ training/registrations	
30. Management or supervisory qualification e.g. NVQ3 or equivalent.	
31. ECDL or equivalent IT qualification.	
32. NVQ 3 or equivalent in Customer Service.	
Experience	
33. Experience of supervising or managing staff.	
34. Previous experience of working in a large organisation or local authority.	
35. Previous experience in a similar function.	
36. Previous experience of recruitment, induction, appraisal and training of staff.	
Skills, abilities & knowledge	
37. Understanding of the work of local authorities.	
38. Understanding of policy, legislation and developments in the field of work relevant to the function.	
39. Understanding of the project management principles.	

Approval			
Approver	Pay and Reward Manager	Date	February 2009

