

Job description

Job title: Administrative Assistant

Grade: Dorset Council Grade 5

Job evaluation reference: BA5001

Job family: Business, Policy and Administration

Purpose and impact

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

1. Undertake general clerical, administrative and secretarial duties, working on own initiative as required.
2. Undertake clerical and secretarial duties which may include word processing, arranging meetings, minute-taking, diary management, handling telephone calls and/or attending to visitors.
3. 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.
4. Maintain filing system, both manual and electronic, which may include information relating to the team.
5. 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.
6. 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.
7. Assisting with financial administrative procedures as required, such as processing travel claims.
8. Where the post is based within the People – Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
9. 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.
10. 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.

Other factors

11. 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.
12. The post holder may have some responsibility for small items of equipment or cash.



13. 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.
14. There may occasionally be work content of a sensitive/distressing nature particularly in teams involving direct contact with service users.
15. Work involves keyboard/computer work but with regular opportunities for breaks away from the computer to undertake other work.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
Required by law or essential to the performance of the role or both	
1. Minimum of five GCSEs at Grade C/4 or above, including English and Mathematics, or equivalent ability evidenced through testing	Application form
2. Good numeracy and written communication skills	Application form
3. Proficient typing and word processing skills (RSA Stage 2 or equivalent)	Application form
Experience	
4. Relevant experience in an administrative role, using computerised systems	Application form
5. Proficient in IT systems, including Word, Excel, email, and databases.	Application form
6. Experience working collaboratively within a team	Application form
Knowledge, skills and abilities	
7. Understanding of office practices and computerised systems.	Interview Assessment
8. Strong written and verbal communication skills.	Interview Assessment
9. Accurate keyboard and IT skills	Interview Assessment
10. Good interpersonal skills, with the ability to build and maintain effective working relationships.	Interview Assessment
11. Ability to work independently, using initiative and minimal supervision.	Interview Assessment
12. Strong organisational skills, with the ability to prioritise tasks and meet deadlines.	Interview Assessment
13. Ability to produce accurate, high-quality work and retain key information.	Interview Assessment
14. Capable of working under pressure while maintaining attention to detail.	Interview Assessment
15. Ability to handle sensitive information with confidentiality.	Interview Assessment
16. Experience in taking accurate meeting notes and producing clear minutes.	Interview Assessment
Our values	
17. Respect	Interview Assessment
18. Together	Interview Assessment
19. Accountability	Interview Assessment
20. Openness	Interview Assessment



21. Curiosity	Interview Assessment
Other	
22. To be flexible with an adaptable approach to work	Application form
23. To undertake training as required	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
24. NVQ 2 or equivalent in Customer Services	Application form
25. NVQ 2 or equivalent in Administration	Application form
Experience	
26. Previous experience of working in a large organisation or local authority.	Application form
27. Previous experience in a similar function	Application form
28. Previous experience of customer care	Application form
29. Previous experience of financial administration	Application form
Knowledge, skills and abilities	
30. Understanding of the work of local authorities	Interview Assessment
31. Understanding of policy, legislation and developments in the field of work relevant to the function.	Interview Assessment
32. Knowledge of basic accounting.	Interview Assessment

Approval

Manager's job title:

Date:

