

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

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

Supervision and management

Reporting to: Appropriate Supervisor/Manager

Responsibility for: Managing a designated administrative team as described in the main job role.



Other factors

1. Responsible for workstation and related IT equipment.
2. 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.
3. 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.
4. There may occasionally be work content of a sensitive/distressing nature particularly in teams involving direct contact with service users.
5. 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.



Dorset
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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 Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum of 5 GCSEs grade C or above including English Language and Mathematics, or equivalent ability.	Application form
2. Good standard of keyboard, numeracy and written literacy skills.	Application form
3. NVQ 3/BTEC National Certificate or equivalent in Administration/Business Studies or evidence of equivalent skill level.	Application form
Experience	
4. Significant experience in an administrative role, using computerised systems.	Application form Interview Assessment
5. Experience of using a range of IT systems, including Word, Excel, email and databases.	Application form Interview Assessment
6. Experience of producing documents to a high-quality standard.	Application form Interview Assessment
7. Experience of financial administration/budget management as relevant to the role.	Application form Interview Assessment
8. Experience in customer care.	Application form Interview Assessment
Knowledge	
9. Knowledge of effective supervision and management techniques.	Application form Interview Assessment
10. Proven effective knowledge of office practices and administrative procedures.	Application form Interview Assessment
11. Knowledge of a range of IT systems, including Word, Excel, email and databases.	Application form Interview Assessment
12. Good Written/spoken English.	Application form Interview Assessment
13. Knowledge and understanding of financial and budgetary management.	Interview Assessment References
14. Knowledge of best practice in relation to customer care.	Interview Assessment References



Skills and abilities	
15. Ability to supervise, motivate and co-ordinate workload of a small team.	Interview Assessment References
16. Excellent IT skills including accurate keyboard skills.	Interview Assessment References
17. Ability to work with minimum supervision, to use initiative, prioritise and complete work under pressure.	Interview Assessment References
18. Ability to build and sustain good working relationships with people at all levels, both internal and external.	Interview Assessment References
19. Ability to communicate effectively, orally and in writing.	Interview Assessment References
20. Ability to communicate effectively, orally and in writing.	Interview Assessment References
21. Apply confidentiality to all information handled.	Interview Assessment References
22. Able to demonstrate tact and sensitivity when dealing with customers.	Interview Assessment References
23. Ability to be flexible with an adaptable approach to work.	Interview Assessment References
Our values	
24. Respect	Interview Assessment
25. Together	Interview Assessment
26. Accountability	Interview Assessment
27. Openness	Interview Assessment
28. Curiosity	Interview Assessment
Other	
29. Able to provide a supportive working environment to colleagues.	
30. Able to undertake training as required.	

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:
31. Management or supervisory qualification e.g. NVQ3 or equivalent.	Application form
32. ECDL or equivalent IT qualification.	Application form



33. NVQ 3 or equivalent in Customer Service.	Application form
Experience	
34. Experience of supervising or managing staff.	Application form Interview Assessment
35. Previous experience of working in a large organisation or local authority.	Application form Interview Assessment
36. Previous experience in a similar function.	Application form Interview Assessment
37. Previous experience of recruitment, induction, appraisal and training of staff.	Application form Interview Assessment
Knowledge	
38. Understanding of the work of local authorities.	Application form Interview Assessment
Skills and abilities	
39. Understanding of policy, legislation and developments in the field of work relevant to the function.	Interview Assessment References
40. Understanding of the project management principles.	Interview Assessment References

Approval

Manager's job title:

Date:

