

Job description

Job title: Administrative Officer
Grade: Dorset Grade 7
Job evaluation reference: BA5007
Job family: Business, Policy and Administration

Purpose and impact

1. To provide a wide range of administrative and related project support relating to the day to day operation of a team within a designated function.
2. To manage the day to day running and resources of a designated administrative function, which may involve the day to day supervision of one or more other members of staff as appropriate.
3. To manage and monitor administrative procedures, systems and/or project documentation to ensure current requirements are met and to contribute to their development and continuous improvement.
4. To provide a central point of contact within the function and/or project, ensuring the provision of a high quality service.

Key responsibilities

5. Provide office services as required, which may include: attending and minuting meetings; diary and travel arrangements; word processing of reports, presentations, and/or project related documents.
6. Undertake individual project work or administrative duties of a more specific nature in relation to the support of the function as required.
7. Create, maintain and interrogate confidential manual and computerised information and records, within legislative boundaries as appropriate, to ensure accurate and current data is maintained.
8. Undertake research and analyse data and records as required to ensure routine management and/or financial information is available.
9. Maintain information relating to the function and/or project in various forms as required which may include monitoring of webpages; promoting the work undertaken by the function and/or assisting in the organisation of events as appropriate.
10. Undertake and monitor financial procedures as required, which may include invoicing; banking and petty cash arrangements; involvement in the monitoring of project budgets and/or supporting the process of quotations and orders.
11. Act as the designated point of contact for the function and/or a specific project, providing advice and responding on behalf of senior officers as appropriate. Build contacts and relationships with a wide range of colleagues, keeping senior officers informed and updated.
12. Provide support and cover in the absence of the manager as required.
13. Any other lesser or comparable duties as required.
14. Where the post is based within the Children's Services Directorate, responsibility for promoting and safeguarding the welfare of children and young people.

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. Reports to: Appropriate Supervisor/Manager
16. Responsibility for: The post may involve the day to day supervision of one or more other members of staff as appropriate.

Other factors

17. Workstation and related IT equipment.
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 criteria are the minimum requirement for the above post.

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

Essential

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.
9.	Experience of supporting projects.
Skills, abilities & knowledge	
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 practise in relation to customer care.
15.	Knowledge of project management principles.
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 build up knowledge of policy, legislation and developments in the field of work relevant to the function.



Behaviours	
1.	Respect
2.	Responsibility
3.	Recognition
4.	One Team: Collaboration
Other	
24.	Ability to be flexible with an adaptable approach to work.
25.	Provide a supportive working environment to colleagues.
26.	Able to undertake training as required.
27.	Able to fulfil the travel requirements of the post.

Desirable

Qualifications/ training/registrations	
28.	ECDL or equivalent IT qualification.
29.	NVQ 3 or equivalent in Customer Service.
Experience	
30.	Previous experience of working in a large organisation or local authority.
31.	Previous experience in a similar function.
32.	Previous experience of supervising or managing staff.
33.	Previous experience of recruitment, induction, appraisal and training of staff.
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.

Approval			
Manager	Pay and Reward Manager	Date	February 2009

