

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

Reporting to: Appropriate Supervisor/Manager

Responsibility for: The post may involve the day to day supervision of one or more other members of staff as appropriate.

Other factors

15. Workstation and related IT equipment.
16. 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.
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 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 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 of customer care	Application form Interview Assessment
9. Experience of supporting projects.	Application form Interview Assessment
Knowledge	
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. Knowledge and understanding of financial and budgetary management.	Application form Interview Assessment
13. Knowledge of best practise in relation to customer care.	Application form Interview Assessment
14. Knowledge of project management principles.	Application form Interview Assessment



Skills and abilities	
15. Good written/spoken English.	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 retain information and produce accurate/quality work.	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 build up knowledge of policy, legislation and developments in the field of work relevant to the function.	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. Ability to be flexible with an adaptable approach to work.	
30. Provide a supportive working environment to colleagues.	
31. Able to undertake training as required.	
32. Able to fulfil the travel requirements of the post.	

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:
--	--------------------------



33. ECDL or equivalent IT qualification.	Application form
34. NVQ 3 or equivalent in Customer Service.	Application form
Experience	
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 supervising or managing staff.	Application form Interview Assessment
38. Previous experience of recruitment, induction, appraisal and training of staff.	Application form Interview Assessment
Knowledge	
39. Understanding of the work of local authorities	Application form Interview Assessment
40. Understanding of policy, legislation and developments in the field of work relevant to the function.	Application form Interview Assessment

Approval

Manager's job title: Pay and Reward Manager

Date: February 2009

