



Job Description & Person Specification

Job Title:	Admin Assistant	Job Reference:	
Service:	Estates and Economic Development		
Location:	Beech Hurst	Grade:	4
Reports to:	Steve Raw, Engineering and Transport Manager		
Date:			

Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:

Accountability, Ambition, Empowerment, Integrity, Inclusiveness.

Main job purpose

To provide comprehensive administrative support across the Engineering and Transport teams within the Estates Economic Development Service including covering telephone calls in all areas of the service when required...

To support teams across the service in processing payments, orders and running management information reports.

Main responsibilities and duties

1. Provide administrative support across the business areas of the service. Receive documents and applications in relation to work of the service and check that they meet national and local regulatory requirements, contacting the source if not compliant to provide advice and guidance. Registering/recording the documentation on the appropriate service software systems, checking that the correct fee has been paid and following up on any discrepancies.
2. Co-ordinate and book meetings such as Service meetings, Managers Forum, Transformation Board, Performance Boards, Annual Corporate Challenge and any other service related meeting as required.
3. Provide the first point of contact for advice and support to internal/external customers as the service requires.
4. Preparation of files, both paper and electronic, to the required service standard.
5. Maintain and monitor data in service computer systems and databases, taking action where necessary in accordance with set procedures and targets. This

includes insertion, redaction and deletion of documents in the service document storage system taking into consideration any Data Protection issues or retention schedule considerations.

6. Interrogate computer systems in order to prepare and produce documents to a high standard within service specific timescales.
7. Analyse data from surveys and public consultation and present in accordance with service requirements.
8. Create visual and electronic presentations under instruction, using appropriate information sources, for use at committees, workshops and training.
9. Respond to information requests from customers either over the phone, in person or electronically.
10. Provide general support to the service as required including photocopying, printing, ordering of office goods, raising invoices, taking minutes and operating and maintaining office equipment.

NB The particular duties and responsibilities attached to posts are of necessity in many cases somewhat difficult to define in detail, and may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.

Supervision and management
<i>Nil</i>
Resources
<i>Nil</i>
Contacts and relationships
<i>The postholder will have contact with the public via telephone and email</i>
Working environment
This is an office based role.

CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	ESSENTIAL DESIRABLE
Educational and professional qualifications	
<ul style="list-style-type: none"> • 3 GCSE's (including Maths and English). 	E
Knowledge	
<ul style="list-style-type: none"> • Demonstrable IT skill either through qualification or experience. 	E
Experience	
<ul style="list-style-type: none"> • A minimum of one year's experience of undertaking an administrative is required. The expectation is that the post holder would have some previous experience before undertaking this role. 	D
Key skills	
<ul style="list-style-type: none"> • Problem solving skills. 	E
Personal qualities and behaviours	
<ul style="list-style-type: none"> • Good interpersonal skills. 	E
Other Factors	
N/A	
Corporate Responsibilities	
All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include: Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.	

All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.

Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.