



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

JOB TITLE: Administrative Support Officer

DEPARTMENT: ISEND

LOCATION: Dorset Road, Bexhill and Sorrel Drive, Eastbourne

GRADE: East Sussex Single Status 6

RESPONSIBLE TO: Office Manager

Purpose of the Role:

To provide and continually improve administrative support so that colleagues are assisted to deliver services to the public. To provide a high-quality reception service and act as the main point of contact for all visitors at sites in both Bexhill and Eastbourne. To contribute to meeting team priorities and ensure confidentiality and other controls are maintained. To carry out discrete pieces of work as required.

Key Tasks:

1. Undertake and continuously improve administrative duties in accordance with statutory and departmental requirements including providing telephone cover and message service, setting and maintaining office systems, arranging meeting and maintaining diaries.
2. Minute, produce and distribute accurate records of meetings e.g. team, departmental, inter-agency meetings.
3. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate.
4. Accurately input data into computerised departmental systems, databases and spreadsheets and process, retrieve, analyse and cleanse data as necessary.
5. Liaise with operational and departmental staff, clients and other agencies as appropriate, sharing information as directed and ensuring Council procedures are properly followed.
6. Establish and monitor filing systems.
7. Provide support to individual managers as required, including diary management, travel planning, arranging and supporting events and arranging and servicing meetings.
8. Carry out specific work packages in support of the initiatives within the team.

9. Attend staff meetings, supervision and training as required, including participation in the annual performance appraisal review scheme.
10. Support managers in maintaining property and facilities and their security.
11. Undertake reception duties in an office/establishment, or support reception staff to respond to and admit visiting members of the public.
12. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards.
13. Undertake available training opportunities identified through appraisal and supervision and show a commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of County Council services.
14. Apply consistently the principles of Equal Opportunities, as embodied in the County Council's policies and practices throughout the duties outlined.
15. Undertake any other tasks commensurate with the grading of the post, as required by the manager/supervisor, ensuring that all duties undertaken are done so in accordance with departmental policies, practices, procedures and standards.

One of the following Addendums must be included as appropriate – delete the points that do not apply;

Social Care: Undertake minutes of complex meetings about vulnerable clients: Minute, produce and distribute accurate records of meeting, including safeguarding, best interest meetings and/or case conference and complex case meetings, in accordance with statutory and local guidance.

Data/finance: Provide local financial and business administration support to managers in close liaison with BSD. This will include: investigating and analysing operational budget queries and making recommendations as appropriate; supporting colleagues to identify the budgetary aspects of operational decisions; overseeing local financial data systems to ensure that are complete and accurate; providing prompt, accurate and easy-to-use local financial information as required to managers and BSD colleagues.

Project work: Provide project support by maintaining the systems and processes used to support and monitor the project, including but not limited to; ensuring project documentation is produced and maintained, undertaking research, arrange and attend events, report progress to project lead.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post

EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

JOB TITLE: Administrative Support Officer

GRADE: Single Status 6, (SS7 if undertake line management of staff)

Essential key skills and abilities

These criteria will be assessed at the application and interview stage

- Excellent word processing skills
- Ability to effectively organise own and team workload and meet deadlines
- Ability to undertake a diverse workload
- Ability to minute and produce accurate records of meetings
- Ability to exercise discretion in dealing with sensitive information to maintain strict confidentiality where appropriate
- Ability to communicate effectively with clients and colleagues
- Ability to deal with challenging and distressed clients on the telephone
- Ability to deal with challenging and distressed clients face to face

Essential education and qualifications.

These criteria will be evidenced via certificates, or at interview

- GCSE Maths and English or equivalent experience
- [QCF level 3](#) qualification or equivalent experience
- Willingness to undertake professional vocational qualification related to the role

Essential knowledge

These criteria will be assessed at the application and interview stage

- Working knowledge of Microsoft Word, Excel, Power Point, Outlook and Internet Explorer
- Developed knowledge of the services provided by ESCC and practical knowledge of the services provided by the team

Essential experience

These criteria will be assessed at the application and interview stage

- Use of office systems and equipment
- Providing customer service to the public
- Experience of supervising staff is required for the single status 7 grade

Other essential criteria

These criteria will be assessed at the application and interview stage

- Excellent interpersonal skills
- Ability to work in a team
- Ability to work on own initiative
- Customer focused
- Flexibility in approach to work

Date (drawn up):

Name of Officer(s) drawing up person specifications:

Reference of Officer(s) drawing up person specifications: JE11480

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes
Working with children/vulnerable adults	No
Moving & handling operations	No
Occupational Driving	No
Lone Working	No
Working at height	No
Shift / night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	No