

EAST SUSSEX COUNTY COUNCIL

Job Description

DEPARTMENT: Children's Services
LOCATION: Countywide
JOB TITLE: Administrative Support Officer
GRADE: Single Status 6
RESPONSIBLE TO: Social Work Education Team

MAIN PURPOSE OF THE ROLE:

To provide and continually improve administrative support so that colleagues are assisted to deliver services to the public. 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 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.
2. 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.
3. Minute, produce and distribute accurate records of meetings e.g. team, departmental, inter-agency meetings.
4. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate.
5. Accurately input data into computerised departmental systems, databases and spreadsheets and process, retrieve, analyse and cleanse data as necessary.
6. Liaise with operational and departmental staff, clients and other agencies as appropriate, sharing information as directed and ensuring Council procedures are properly followed.
7. Establish and monitor filing systems.

8. Provide support to individual managers as required, including diary management, travel planning, arranging and supporting events and arranging and servicing meetings.
9. Carry out specific work packages in support of the initiatives within the team.
10. Attend staff meetings, supervision and training as required, including participation in the annual performance appraisal review scheme.
11. Support managers in maintaining property and facilities and their security.
12. Undertake reception duties in an office/establishment, or support reception staff to respond to and admit visiting members of the public.
13. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards.
14. 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.
15. Apply consistently the principles of Equal Opportunities, as embodied in the County Council's policies and practices throughout the duties outlined.
16. 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.

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

Post Title: Administrative Support Officer

Location: Countywide

Grade: Single Status 6

	Essential Criteria	Desirable Criteria	Method of Assessment/ Source of Information
Key Skills & Abilities	<ul style="list-style-type: none">• 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.		Application form/Interview
Education & Qualifications	<ul style="list-style-type: none">• GCSE Maths and English or equivalent.• NVQ level 3 qualification or	<ul style="list-style-type: none">• RSA 1,2 and 3	Application form

	equivalent experience.		
Knowledge	<ul style="list-style-type: none"> • 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. 		Application form/Interview
Experience	<ul style="list-style-type: none"> • Use of office systems and equipment. • Providing customer service to the public. 		Application form/Interview
Personal Attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills. • Ability to work in a team. • Ability to work on own initiative. • Customer focused. • Flexibility in approach to work. 		Application form/Interview
Other			

Date (drawn up):

Reference of Officer(s) drawing up person specifications :

Administrative Support Officer

Job Description Questionnaire

KNOWLEDGE

Please detail below the knowledge needed to carry out the job effectively, such as practical, technical or professional, including any which is essential in background or context, as well as the depth and breadth (eg knowledge in more than one area)

This post requires excellent knowledge of the critical tools and attributes of a successful office and how to provide and continuously improve effective support services to busy colleagues. This includes:

- Expertise in operating key administrative procedures, including minute taking of complex and/or high profile meetings.
- Demonstrable proficiency in using Microsoft office packages to file, communicate and record effectively.
- Developed knowledge of computer systems, through learning and experience, so that use of computer systems is effective and continuously improved.
- Developed knowledge of local services and systems, through learning and experience, including more detailed knowledge of local specialist services, policies or processes. This ensures that administrative services are responsive to and meet local needs, and that specialist administrative processes can be carried out effectively and improved. It also enables the officer to signpost clients and staff as appropriate to the right services and colleagues.
- Competence in formatting for letter writing and report writing, and good presentation of documents, to contribute to the team's reputation.
- Ability to carry out research and analysis in support of colleagues.
- Efficient and skilled use of office equipment including photocopier, fax and phone
- Understanding of equal opportunities underpinning all activities.
- Knowledge of corporate standards, policies and other requirements pertinent to the job, developed within a reasonable period, and used to inform and improve support to colleagues.

HARDEST PART OF THE JOB

Please describe the most difficult, complex or challenging part of the job and explain why

The activities carried out by Administrative Support Officers are key to enabling service delivery, and the key challenges are to be flexible, responsive and adaptable - working to deliver and continuously improve the support provided to the team and managers, so that it meets their needs. This includes, for example:

- Providing excellent administrative support within a team to a variety of staff including operational staff and managers.
- Working within challenging deadlines.
- Acting as a first point of contact for internal and external clients signposting or advising people on a range of matters relating to the department, including more complex issues that Administrative Assistant colleagues refer onwards for advice.
- Ensuring records and departmental information are accurate, up to date and readily accessible, meeting users' needs.
- Carrying out local specialist procedures with direct operational outcomes.
- Contributing to wider organisational change through support to project work.
- Managing the workload by multitasking to meet conflicting deadlines.

INTERPERSONAL/COMMUNICATION SKILLS

Please detail below the type of interpersonal and communication skills that are required for the job both written and oral (eg training, promoting, obtaining information from others, advising, motivating, persuading, negotiating, meeting the needs of others) and what/who is the intended audience

Good administrative services rely on effective communication skills and good relationship-building. This includes:

- A polite and clear telephone manner, even in a busy office.
- Producing clear and concise minutes of complex meetings.
- Accurate and clear letter and report writing skills, using templates and creating bespoke documents as required, producing professional-looking documents which others will understand.
- The ability to advise internal staff and external clients on services, internal contacts, staff availability and provide advice on complex procedural matters and unexpected questions.
- The ability to communicate effectively with a range of contacts, including volunteers, other local authorities, staff in government departments etc.

RESOURCE RESPONSIBILITY

Please describe the responsibilities (if any) for resources, to include:

- (i) PEOPLE - i.e. the well-being of others (excluding staff managed) eg services provided direct to the public, enforcement of statutory regulations etc**

All Administrative Support Officers support the wellbeing of individuals and groups as part of their job. This includes:

- Ensuring their own health and safety and that of their colleagues.
- Protecting confidentiality.
- Providing advice on a range of procedural, service and staffing matters and signposting on departmental matters to staff and clients.
- Ensuring records and files are accurate, up to date and available to support departmental work and services to colleagues and members of the public.

- (ii) SUPERVISION/MANAGEMENT- i.e. those directly managed and those managed through others including volunteers, trainees, students etc. Please indicate if staff managed are based in the same location or elsewhere**

Some Administrative Support Officer posts have no supervision responsibilities.

Some Administrative Support Officers will act as mentors to apprentices and support communication with volunteers.

Administrative Support Officer roles include providing administrative support to recruitment processes.

For those Administrative Support Officers that do have supervision responsibilities, these have been included as an addendum at the end of this document.

- (iii) FINANCIAL resources – i.e. from handling of invoices through to authorising spending budgets and/or generating income. Please indicate amounts and nature of responsibility held**

Some Administrative Support Officer posts have no financial responsibility.

Some Administrative Support Officer posts have responsibility for using a P-card, petty cash or invoicing correctly, appropriately and within required procedures, with transactions to a value of £100 per week or more.

(iv) PHYSICAL resources – i.e. processing of information (paper based or computerised) and/or development of information systems. Includes confidentiality, security, purchasing/replacement of stocks, repair of equipment or tools, responsibility for buildings etc

This post has responsibility for safekeeping and security of physical assets as follows:

- Maintain computerised data systems which contain a high volume of information and/or confidential data and supporting others to operate required procedures.
- Promote the accurate usage and maintenance of local data.
- Data cleansing and data submission.
- Order or receive stock as necessary.
- Support managers in maintaining property and facilities and their security e.g. raising property issues, liaising with contractors, managing keyholding etc.

EMOTIONAL DEMANDS/WORKING CONDITIONS

Please detail what contact this post has with people related behaviour (eg whether they are angry, difficult upset or unwell or their circumstances cause stress to the jobholder) and if the post holder is exposed to unpleasant, uncomfortable or hazardous working conditions and the frequency of these conditions.

At this level, Administrative Support Assistant roles involve regular and direct exposure to clients who may place significant emotional demands on the post holder. Clients may be homeless, have dementia, terminally ill, in a care home, vulnerable young people or parents of looked after children etc

As the first point of contact for information within the department calls from upset, angry or distressed clients may be received by all Administrative Support Officers.

This can include direct contact with clients via the phone or in person where the client is upset or distressed. In this case Administrative Support Officers use judgment and respond professionally by referring the client to the appropriate manager or professional e.g. Social Worker, Caseworker, line manager, as appropriate.

Insert a brief description of the local service and/or other contextual information for the role