



## EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

**JOB TITLE:** Administrative Support Officer

**DEPARTMENT:** Children's Services

**LOCATION:** Various

**GRADE:** East Sussex Single Status 6

**RESPONSIBLE TO:** Community Support Manager/Practice Manager

### **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.

### **Responsibilities at this level may include:**

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.
16. 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.
17. 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:** East Sussex Single Status 6

### 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

### Desirable key skills and abilities.

These criteria will be assessed at the application and interview stage

N/A

### 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

### Desirable education and qualifications.

These criteria will be evidenced via certificates, or at interview

N/A

**Essential knowledge**

These criteria will be assessed at the application and interview stage
<ul style="list-style-type: none"><li>• Working knowledge of Microsoft Word, Excel, Power Point, Outlook and Internet Explorer</li><li>• Developed knowledge of the services provided by ESCC and practical knowledge of the services provided by the team</li></ul>

**Desirable knowledge**

These criteria will be assessed at the application and interview stage
N/A

**Essential experience**

These criteria will be assessed at the application and interview stage
<ul style="list-style-type: none"><li>• Use of office systems and equipment</li><li>• Providing customer service to the public</li></ul>

**Desirable experience**

These criteria will be assessed at the application and interview stage
N/A

**Other essential criteria**

These criteria will be assessed at the application and interview stage
<ul style="list-style-type: none"><li>• Excellent interpersonal skills</li><li>• Ability to work in a team</li><li>• Ability to work on own initiative</li><li>• Customer focused</li><li>• Flexibility in approach to work</li><li>• Ability to meet the travelling requirements of the role</li></ul>

**Other desirable criteria**

These criteria will be assessed at the application and interview stage

**Date (drawn up): February 2021**

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