

BRIGHTON & HOVE CITY COUNCIL

JOB DESCRIPTION QUESTIONNAIRE

Job Title:	Team Administrator – Lower
Reports to:	Parking Services Team Leader
Unit:	Economy, Environment & Culture
Section:	Parking & Network Operations

1. Purpose of the Job

To provide an accurate and timely front line customer-focused information to people who contact the team, provide an efficient and effective administrative and secretarial service within a team, that will assist in the delivery of a first-class service to the public.

1. Requires knowledge of own team activities and awareness of the wider responsibilities of the Council in general.
2. Some discretion in deciding work order, e.g. deadlines are known, but flexibility within those timescales.

2. Principal Accountabilities

1. To be the first point of contact for personal and/or telephone callers, both internal and external, identify the enquiry/problem promptly and assess the immediate response which may include, providing appropriate information, advice to answer routing/straightforward queries without reference to others where there are well established precedents and working practices, taking accurate and detailed messages or re-directing the enquirer to other staff within the team, Council or another agency where applicable to ensure that the enquiry is dealt with in the appropriate manner. *Callers may be agitated, angry or upset and the role holder will need to act in a friendly, efficient and supportive manner.*
2. To arrange and where appropriate attend and take minutes for a variety of straightforward, non complex, regular/ad hoc meetings, e.g. team meetings and those involving other internal and external individuals and organisations.

3. To operate computerised information systems including the services' database, to access, input, update and retrieve data, e.g. searching for and updating records to ensure that accurate information, including that required for statutory purposes, is recorded and accessible when required.
4. To produce correspondence and/or other reports, forms, minutes and presentations from a range of source material and using agreed procedures and formats and a variety of software packages, to enable efficient communication between staff, outside agencies and service users and to meet the needs of the team.
5. To find and provide requested data/information using agreed procedures and formats, e.g. devise and update spreadsheets and databases, provide web-based data, etc, in order to produce straightforward statistics.
6. To undertake a number of regular administrative and IT based activities, including photocopying documents, dealing with incoming and outgoing post, arranging appointments in diaries for self and others and dealing with voicemail and e-mail enquiries, to support the provision of a service to others.
7. To set up, maintain and update service related filing systems, including files for service users, Operational instructions and other information, monitor quality control of files, archive closed files in accordance with agreed standards and procedures and ensure that all data is available on request and easily retrievable.
8. To administer and record all income and/or expenditure within the team, including administration for the Imprest account(s) processing cash payments, including petty cash and banking where appropriate, in line with agreed procedures to ensure that all financial responsibilities towards service users are met.
9. To process invoices, purchase orders, travel claim forms, timesheets, grant claims and other financial documents as required, verify information for accuracy against records in accordance with the relevant budget procedure and allocate appropriate budget coding prior to authorisation for payment by others.
10. To issue and maintain the supply of travel warrants, bus tickets and stamps for use by others in accordance with agreed procedures.
11. To review stocks of stationery, forms, service related information and literature and other office supplies and equipment and complete orders for goods and services as required for authorisation by others where this is appropriate, in line with agreed procedures to ensure that adequate supplies are available for internal and external use.
12. To contribute to the induction and training of all new staff within the team regarding the full range of more complex office procedures and

- computerised systems, including explaining administrative systems and procedures, how to use office equipment or standard software or databases and where to obtain basic role related information,
13. To participate in staff meetings, personal training and development activities and supervision sessions as required.
 14. To uphold the Council's policies for anti-discriminatory practice and equality of opportunity.
 15. To uphold the Councils and other departments' Health and Safety requirements, particularly with regard to agreed codes of practice and safe methods of working.

General Accountabilities

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

Job Title:	Team Administrator – Lower
Reports to:	Parking Services Team Leader
Unit:	Environment, Development & Housing
Section:	Parking & Network Operations

Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• Education to at least good GCSE/O level standard in English and Maths or equivalent.• Knowledge of the administrative function within a large organisation.
Experience	<ul style="list-style-type: none">• Demonstrable previous administrative/office related experience, i.e. in a front line Customer Service role dealing with members of the public in person and on the telephone, resolving more non-routine problems.• Experience of carrying out a wide range of administrative and clerical tasks, including word-processing, record keeping, filing, photocopying, etc.• Experience of working in a confidential environment.

Skills and Abilities	<ul style="list-style-type: none"> • Good verbal and written communication skills in order to exchange straightforward information, take minutes at non-complex meetings and communicate effectively in person, by telephone and in writing with colleagues, Members of the Council, service users and other members of the public, some of whom may be distressed, angry or abusive. • Good listening skills and the ability to act in a friendly, tactful, sensitive, efficient and supportive manner. • Good literacy skills to undertake a variety of tasks, e.g. maintain records, prepare reports, take minutes at routine/straightforward meetings, maintain diaries. • Good keyboard, IT skills, e.g. to work with spreadsheets and databases to access, input, retrieve data to produce straightforward, routine reports, input/update personal information/financial data and produce documents and correspondence using word processing applications. • Good numerical skills to administer financial systems and process, e.g. collect monies, reconcile petty cash, maintain accounts, undertake banking, check and process invoices, travel/expense claims, timesheets. • Some analytical skills, e.g. to resolve discrepancies between financial records. • Able to prioritise and co-ordinate several related tasks or activities, which are individually uncomplicated but may be ongoing, • Able to use own initiative where necessary to solve routine and/or straightforward problems, most of which will have been experienced before. • Able to work accurately and with attention to detail. • Alertness and concentration, e.g. when reconciling petty cash, producing financial information, taking minutes and drafting correspondence. • Able to deal with some complex queries and know when to refer to more experienced/senior staff. • Ability to work in a confidential environment. • Able to deal effectively with regular exposure to distressing or emotional circumstances.
Equalities	<ul style="list-style-type: none"> • Able to demonstrate a commitment to the principals of Equal Opportunities and be able to carry out duties in accordance with that policy.
Other Requirements	<ul style="list-style-type: none"> • Evidence of relevant training and development undertaken during current or recent employment and of a commitment to continuing personal development. • Commitment to providing and efficient, effective and professional service. • Commitment to team working. • Recognising that the working environment can be stressful at times

	and dealing with each situation in an appropriate manner.
--	---