# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Administrative Support Assistant

# Department: Adult Social Care and Health

# Grade: [Single Status](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status) 4

# Responsible to: Deputy Manager

# Responsible for: general admin tasks, telephone support including speaking to vulnerable adults, minute taking, data entry, reception cover.

# Purpose of the Role:

Provide 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.

# Key Tasks:

1. Undertake administrative duties in accordance with statutory and departmental requirements including providing telephone cover and message service, process incoming and outgoing mail.
2. Minute, produce and distribute accurate records of routine office meetings e.g. team, departmental, inter-agency meetings.
3. Produce correspondence and reports from written documents and other sources.
4. Accurately input data into computerised systems, databases and spreadsheets and process, retrieve 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. Maintain and update departmental information.
7. Maintain all paper and electronic filing systems, including establishment of new files.
8. Undertake photocopying, scanning and fax transmissions, as requested.
9. Provide support to individual managers as required, including diary management, travel planning, arranging and supporting events and arranging and servicing meetings.
10. Support managers in maintaining property and facilities and their security.
11. Attend staff meetings, supervision and training as required, including participation in the annual performance appraisal review scheme.
12. **Working with clients**: Provide administrative support in an environment which includes frequent contact with vulnerable service users, responding to queries and complaints.
13. Reception**:** Undertake reception duties in an office/establishment, or support reception staff to respond to and admit visiting members of the public. This will involve a responsibility to respond to enquiries and assist clients and members of staff at the reception point in the establishment or office. This includes making decisions about allowing visitors access to an establishment or department by requesting they sign in or show their staff pass. They have the responsibility to call security or a manager if there are any concerns with a visitor. In some locations, reception staff call upon Administrative Support Assistants to support them in their duties, including decision-making about their admittance or other signposting.

# PERSON SPECIFICATION

# Essential education and qualifications

* QCF Level 2 including Maths and English or able to pass an assessment at interview

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Word processing skills.
* Ability to effectively organise own workload.
* Ability to accurately input and check computer data.
* Ability to communicate effectively and good interpersonal skills.
* Ability to work in a team.
* Ability to converse at ease with customer and provide advice in accurate spoken English
* Working knowledge of Microsoft Office, in particular Outlook, Word and Excel.
* Awareness of the services provided by ESCC and the function of the team the role supports.
* Use of office systems.
* Commitment to improving personal performance and supporting that of the service.

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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 |