



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

JOB TITLE: Administrative Support Assistant

DEPARTMENT: Adult Social Care and Health

LOCATION: Eastbourne

GRADE: East Sussex Single Status SS4

RESPONSIBLE TO:

Purpose of the Role:

To 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.

Responsibilities at this level may include:

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. 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.

Optional Addendums to be included as appropriate:

Working with clients: Provide administrative support in an environment which includes frequent contact with vulnerable service users, responding to queries and complaints.

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 Assistant

GRADE: East Sussex Single Status SS4

Essential key skills and abilities

These criteria will be assessed at the application and interview stage (**Amend as appropriate**).

- Word processing skills.
- Ability to effectively organise own workload.
- Ability to accurately input and check computer data.
- Ability to communicate effectively.
- Ability to converse at ease with customer and provide advice in accurate spoken English

Desirable key skills and abilities.

These criteria will be assessed at the application and interview stage (**Amend as appropriate**).

Essential education and qualifications.

These criteria will be evidenced via certificates, or at interview (**Amend as appropriate**)

- QCF Level 2 including Maths and English or able to demonstrate competency in these areas
- Willingness to undertake professional vocational qualification related to the role

Desirable education and qualifications.

These criteria will be evidenced via certificates, or at interview (**Amend as appropriate**)

- NVQ in Business Administration.

Essential knowledge

These criteria will be assessed at the application and interview stage (**Amend as appropriate**)

- 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.

Desirable knowledge

These criteria will be assessed at the application and interview stage (**Amend as appropriate**)

- Knowledge of the services provided by the directorate.

Essential experience

These criteria will be assessed at the application and interview stage (**Amend as appropriate**)

- Use of office systems.

Desirable experience

These criteria will be assessed at the application and interview stage (**Amend as appropriate**)

Other essential criteria

These criteria will be assessed at the application and interview stage (**Amend as appropriate**)

- Good interpersonal skills.
- Ability to work in a team.
- Commitment to improving personal performance and supporting that of the service.

Other desirable criteria

These criteria will be assessed at the application and interview stage (**Amend as appropriate**)

Date (drawn up): 2013, modified November 2020

Reference of Officer(s) drawing up person specifications: 12097