

JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Administrative Officer		
GRADE:	G4	SERVICE AREA:	Children's Services
JOB CODE:	CHI147ADMIG4		
REPORTS TO:	Business Support Coordinator or appropriate senior manager in relevant team	LOCATION:	Any Children's establishment in Walsall
SPECIAL CONDITIONS:	<p>The postholder will be expected to be flexible at all times, to include:</p> <ul style="list-style-type: none"> • Working at different Children's Services offices within the borough. • Covering for colleagues who are absent or need short-term support to cover ad-hoc demand. • In exceptional circumstances may be expected to work outside normal hour including evenings or weekends. • When booking leave, regard is to be given to prevailing workloads and deadlines • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. 		

1. Main purpose of the job role:

Administrative Support

- Provision of administration support, including incoming/outgoing post, typing of memos, letters, committee and complex reports and provide general assistance as required.
- Independently drafting routine correspondence, agendas and standard reports and responses.
- Undertaking independent research into matters to support Children's Services Directorate
- Responsibility for independently arranging meetings with internal and external parties (identifying appropriate agency attendance), coordinating all arrangements, including ensuring all required paperwork is completed within statutory timescales and circulated to relevant parties preparing and distributing agenda items, information packs and any other documentation, including booking rooms, arranging and/or setting up appropriate IT equipment, ordering refreshments and inviting participants using electronic or traditional methods.
- Independently maintaining diaries, schedules, archives and filing systems.
- Attending meetings, including board meetings and working parties to take notes as necessary, formalising notes into appropriate formats and distributing accordingly, ensuring decisions are recorded and reasons given, and action plans are developed and chased in readiness for the next meeting.
- Operate relevant equipment/ICT packages, eg Word, Excel, databases, spreadsheets, Internet

- Maintaining confidentiality, understanding that the work undertaken might include issues a sensitive nature and must not be discussed or disclosed to any other officers or agencies without prior agreement or family consent.
- Maintaining client files, paper or electronic. This could include filing, archiving and scanning
- Monitor and progress- chase actions ensuring deadlines and targets are met
- Maintaining unit records, including CPD information, sickness absence, annual leave, training days taken etc using ICT systems as required.
- Maintaining structure and unit details using HRD systems

Customer Service

- Ensuring the smooth running of the office in cooperation with colleagues
- Undertaking reception duties, ensuring good standards of customer care, including dealing with enquiries from members of the public, senior staff, agencies/partners and signposting to other Council Services or Partner Agencies as appropriate.
- Providing an excellent telephone service, including where necessary working on a dedicated contact centre or similar.
- Taking accurate messages and ensuring that these are passed to appropriate staff, recognising urgent situations and taking action to ensure messages are not overlooked.
- Where appropriate deal with enquiries to resolution, updating systems and records of all actions taken.
- Developing specialist knowledge to facilitate co-working with professional colleagues (ie. Social Workers / Education Psychologists, SEN, Early Years etc).
- Developing and maintaining effective links to all Council reception points (including First Stop Shop) in accordance with corporate objectives and standards.
- Working as part of a team to ensure the effective and efficient delivery of service at the initial point of contact.

Financial

- Ensure that financial systems are in place as required by the Local Authority, Ofsted.
- Use financial systems as required including raising purchase orders as requested and ensure appropriate authorisation for payments, in line with audit and financial regulations.
- To maintain imprest accounts and make payments as required.
- Ensuring safe and petty cash keys are administered in accordance with official procedures.
- To hold a purchase card to the required level of authorisation

Inputting and Information Processing

- Producing summaries of financial data and other information, preparation of tables and diagram from raw data.
- Accurately processing various sources of data using variety of programmes, including databases and spreadsheets.
- Maintaining programmes including assisting in any analysis and statistical returns
- Assisting with the maintenance of quality standards in relation to data.

Office Systems

- Maintaining client files, records and filing systems (including archiving) as appropriate
- Supporting the use of IT systems and working in accordance with system procedures.
- Supporting where appropriate, the monitoring of staff attendance in accordance with the flexi procedure, advising staff and ensuring appropriate records/systems are maintained.

2. Role specific duties and accountabilities:

- Prioritising own workload at all times to ensure efficient running of the office.
- Maintain a professional workspace by keeping workstation, office, waiting areas clean and tidy at all times.
- To support the service in meeting its health and safety obligations in relation to buildings and people.
- To undertake training and constructively participate in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Demonstrate through personal and professional example a commitment to equality of opportunity for staff and service users and to challenge discrimination and other forms of unjust behaviour.
- The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- To assist with responses to Freedom of Information requests
- To undertake any other task that might reasonably be required within the grade and overall functions of the post.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: ADMINISTRATION OFFICER		GRADE: G4
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Must possess excellent organisational skills and ability to work on own initiative	A/I	3
Must possess excellent communication skills both verbally and written	A/I	3
Demonstrate the ability to be an assertive and confident communicator when dealing with difficult situations.	A/I	3
Must be able to prioritise a heavy workload of a diverse nature	A/I	3
Able to demonstrate excellent clerical and administration skills	A/I	3
Possess experience of effective filing systems – both manual and IT systems.	A/I	3
Ability to interrogate records and statistical information, manual and electronic	A/I	3
Ability to deal efficiency and effectively with all enquiries both face to face and telephone enquiries.	A/I	3
Demonstrate experience of regularly drafting routine correspondence	A/I	3
Possess excellent IT skills which must include experience of Word, Outlook, PowerPoint and Excel.	A/I	3
Must have customer care skills and excellent standards of literacy and numeracy	A/I	3
Demonstrate independent thinking and decision making skills	A/I	3

Able to demonstrate an understanding of financial processes (eg. Invoicing/handling petty cash).	A/I	2
Demonstrate excellent note taking skills	A/I	3
Have an appreciation of basic health and safety knowledge in relation to the work environment.	A/I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of working in an administration environment, preferable within a Children Service organisation	A/I	3
Experience of providing high level customer services	A/I	3
Experience of IT software, particularly Microsoft packages covering Word, Excel, Powerpoint and Outlook and Microsoft Teams	A/I	3
Evidence of continuous professional development (where applicable)	A	
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
To have the following qualification or ability to demonstrate equivalent experience. <ul style="list-style-type: none"> • Good education –GCSE in English and Maths • RSA2 or equivalent • /ICT qualifications NVQ 2 in administration or equivalent	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by: Y Tarring	Date: 24/08/21	