

# JOB DESCRIPTION

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| **Post Title:** | Administrative Assistant | **Department / Service:**  | Integrated Adult & Community Services Business Support & Transformation |
| **Hours:** | 37 | **Level:** | G02 |
| **Location:** | Working across SS sites | **Job Evaluation Number:**  | SL2051 |
| **Responsible to:** | Senior Administrator | **Responsible For: (Staff)** | None |

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| **Job Purpose:** |
| To provide front line administrative support within Social Services Departments. |

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| **Duties and Responsibilities - Job Specific** |
|  | To carry out a range of clerical tasks e.g. typing, filing, photocopying, inputting and scanning. |
|  | To answer the telephone bilingually in Welsh and English. |
|  | Undertake reception duties and to deal effectively with general queries or sign pot callers. |
|  | To deal with all incoming and outgoing mail, internal, external, email and fax. |
|  | To send out documentation on behalf of practitioners to Service Users or other Agencies ensuring that the recording systems are followed. |
|  | To input and maintain electronic data systems. |
|  | Be able to deal with information that is confidential and/or sensitive. |
|  | Ability to handle cash transactions. Accept payment and issue receipts, carry out banking duties in the absence of the manager/supervisor. |
|  | To be a team member and assist colleagues as required. |
|  | To undertake training as required. |
|  | Maintain the office environment in a clean, tidy and professional-looking manner, including noticeboards and public areas as required. |
|  | To undertake Health and Safety routine tests and checks. |
|  | Organise and cancel appointments and meetings for practitioners as required. |
|  | Produce and maintain signing in/out sheets. |
|  | Minute taking at meetings as required and directed by management/supervisor. |
|  | Liaise with other teams and departments as required. |
|  | Work with manager to ensure tasks are completed within set timescales. |

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| **Duties and Responsibilities – Corporate**  |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** …………………………..

 **Employee’s Name and Signature**

**Approved by**

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Administrative Assistant**

**Date: July 2021**

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | Good standards of education (5 GCSE or equivalent) to include English & Maths. | AF/I/V | E |  |
| Experience of using Microsoft Office Software. | AF/I/V/T | E |  |
| ECDL or equivalent. | AF/I |  | D |
| Knowledge of Paris (Client Information System) or similar database system. | AF/I |  | D |
| Ability to take minutes/notes. | AF/I/T | E |  |
| Ability to communicate in English. | AF/I | E |  |
| Ability to communicate in Welsh. | AF/I |  | D |
| Experience of working in an office environment. | AF/I | E |  |
| Willingness to learn and develop within the post. | AF/I | E |  |
| Knowledge of data protection legislation. | AF/I |  | D |
| Knowledge and understanding of confidentiality. | AF/I | E |  |
| **Supervision & Management** | Ability to contribute to personal development. | AF | E |  |
| Ability to mentor junior staff and new starters. | AF | E |  |
| **Creativity & Innovation** | Contribute to the development of office practice and procedures. | AF/I | E |  |
| Knowledge of other Council Services required to deal with queries and signpost people. | AF/I |  | D |
| **Contacts &** **Relationships** | Ability to communicate with people from all socio/economic back grounds. | AF | E |  |
| Ability to communicate politely and courteously. | I | E |  |
| **Decisions / Recommendations** | Will be able to make decisions within Council policy without reference to others. | AF/I | E |  |
| Ability to manage own workload without reference to others. | AF/I | E |  |
| **Resources** | Ability to handle various sources of data. | AF | E |  |
| Cash handling. | AF | E |  |
| Safe and proper handling of equipment issued. | AF | E |  |
| **Physical Demands** | Ability to work to deadline. | AF/I | E |  |
| Ability to work in an office environment. | AF/I | E |  |
| Ability to spend extensive time at workstation. | AF/I | E |  |
| Ability to undertake light manual handling activities. | AF | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)