

**Job Description**

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| **Department** | **Children’s Services** |
| **Job Title** | **Lead Administrator** |
| **Grade** | D |
| **Primary Purpose of Job** | **To assist the Senior Lead Administrator or Admin Manager in****ensuring the Department fulfils its primary purpose both effectively and efficiently.** |
| **Reporting To** | **Senior Lead Administrator** |
| **Direct Staffing Reports** | **N/A** |

**Main Duties**

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| **1** | To contribute to the development and implementation of Business Support services. |
| **2** | To work effectively with other team members and to contribute to improving the work of the team. |
| **3** | To plan, manage and develop your work to meet specified requirements and deadlines. |
| **4** | To record, store and supply information. |
| **5** | To communicate information using systems available. |
| **6** | To organise, support and maintain the use of information systems including data bases. |
| **7** | To be responsible for research, preparation and presentation of a range of documents from various sources to specified deadlines. |
| **8** | To prepare and maintain documents for storage and archiving following Departmental and Council guidelines. |
| **9** | To be responsible for co-ordinating the distribution of mail, including monitoring, ordering and distributing specified goods and services |
| **10** | To be responsible for the receipting, recording, monitoring and making of payments in line with policies, procedures and guidelines. |
| **11** | To contribute to the scheduling, organising and co-ordinating of activities, resources and events including travel and accommodation and meeting venues. |
| **12** | To attend meetings to take complex and intense notes/minutes to a laptop and produce appropriate final documentation. |
| **13** | To transcribe and produce documents from recorded speech. |
| **14** | To build effective working relationships, both within the Department and with partner agencies, in order to develop effective services. |
| **15** | To contribute to the selection and recruitment process. |
| **16** | To organise repairs to premises and equipment. |
| **17** | Any other duties which may be required from time to time, which are in line with the grade and nature of the post |
| **Date Job Description prepared/updated:** | **December 2020** |
| **Job Description prepared by:** | **Head of Business Support** |

**Person Specification**

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| **Department**  | **CHILDREN’S SERVICES** |
| **Job Title** | **LEAD ADMINISTRATOR** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | To develop, implement and maintain quality administrative services to customers. | Interview |
| 2. | To be able to work effectively as part of a team and under own supervision using initiative. | Application/Interview |
| 3. | To demonstrate the ability to research, locate, select and analyse information to support decision-making and audit compliance. | Application/Interview |
| 4. | To demonstrate the ability to plan, develop, organise and prioritise your work to meet deadlines and changes in priority. | Application/Interview |
| 5. | To demonstrate the ability to organise, support and maintain the use of information technology systems and software. | Application |
| 6. | To be able to enter and retrieve information and produce complex documents using a range of systems and software. | Interview |
| 7. | To be able to provide advice and support for the development and implementation of quality and information systems. | Interview |
| 8. | To be able to select personnel for activities by identifying appropriate recruitment and selection techniques. | Interview |
| 9. | To be able to manage the organisation, support, facilitation and recording of meetings. | Application/ Keyboard Exercise |
| 10. | To be able to schedule, co-ordinate activities and resources and organise events, travel and accommodation requirements. | Interview |
| 11. | To be able to manage and organise the ordering, storage and distribution of specified goods and services. | Interview |
| 12. | To demonstrate the ability to organise and supervise repairs to premises and equipment. | Interview |
| 13. | Demonstrate the ability to handle cash and accurately record and monitor payments in line with financial procedures. | Interview |
| 14. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | NVQ Administration Level 3 or BTEC Business Diploma/ Certificate or working towards this qualification. | Application/Certificate |
| 2. | Ability to take minutes of meetings direct to a laptop or computer. | Application/Exercise |
| 3. | Word processing qualification or typing qualification at level 3, or at least three-years’ experience of working in a busy office environment. | Interview/Certificate |
| 4. | Experience of using a range of computer software packages and systems. | Interview/Exercise |
| 5 | An understanding of the services, relevant legislation/good practice provided by Children’s Services. | Interview |
| **3. Work Related Circumstances** |
| 1. | The nature and demands of the post holder’s time are not always predictable and there will be an expectation that work will be required outside normal hours from time to time. Posts within the Start Well Service will be included in an evening/Saturday rota. | Interview |
| 2. | You will be required to work at various locations throughout the borough from time to time. | Interview |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. |  |  |
| **2. Experience/Qualifications/Training etc** |
| 1. |  |  |

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| **Date Person Specification prepared/updated:**  | **August 2021** |
| **Person Specification prepared by:**  | **Head of Business Support** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





