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| **Department** | **PEOPLE SERVICES** |
| **Job Title** | **LEAD ADMINISTRATOR** |
| **Grade** | **4** |
| **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** |
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| **Reporting to Staffing** | **SENIOR LEAD ADMINISTRATOR** |
| **Responsibilities** | **To assist with the delivery of Business Support and reception services within an integrated operational service environment**  **To organise, manage and maintain the use of information systems and meet quality and performance standards**  **To assist the Senior Lead Administrator with the management of Business Support staff within an integrated service environment** |

**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 |

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| **Date Job Description prepared/updated:** | **May 2017** |
| **Job Description prepared by:** | **G Bird** |



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| **Department** | | | | **People Services** | | |
| **Job Title** | | | | **Lead Administrator** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **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 | | | | | Application/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 | | | | | Keyboard Exercise |
| 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 | | | | | Application |
| 9. | To be able to manage the organisation, support, facilitation and recording of meetings | | | | | Application/Exercise |
| 10. | To be able to schedule, co-ordinate activities and resources and be able to 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 | | | | | Application/Interview |
| 12. | To demonstrate the ability to organise and supervise repairs to premises and equipment | | | | | Application |
| 13. | To demonstrate the ability to handle cash and be able to accurately record and monitor payments in line with financial procedures. | | | | | Application/Interview |
| 14 | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | NVQ Administration Level 3 | | | Application/Certificate | |
| 2. | | To be able to take minutes of meetings direct to a laptop or computer | | | Application/Exercise | |
| 3. | | Word processing qualification or typing qualification at level 3 | | | Application/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 the People Service | | | Interview | |
| 6. | | Two years’ experience of working in a busy office environment | | | Application/Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Bolton Council is a smoke free employer | | | Interview | |
| 2. | | 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 | | | Interview | |
| 3. | | On occasions you will be required to work across a number of locations | | | Interview | |
| 4. | | This post is subject to [an enhanced / a standard] disclosure from the Disclosure & Barring Service | | | Application Form  Interview | |

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| **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. | Evidence of continuous development | | Application |
| 2. | Evidence of managing, organising and maintaining information systems | | Application |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | To have experience of use of initiative to enhance performance | | Application |
| 2. | Two years’ experience of minute taking | | Application |

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| **Date Person Specification prepared/updated:** | **May 2017** |
| **Person Specification prepared by:** | **G Bird** |



**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.