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| **Department** | **PEOPLE SERVICES** |
| **Job Title** | **Administrator** |
| **Grade** | **Grade 3** |
| **Primary Purpose of Job** | **To assist the Senior Lead Administrator in ensuring the Department fulfils its primary purpose both effectively and efficiently** |
| **Reporting To Staffing** | **Senior Lead Administrator** |
| **Responsibilities** | **The provision of an effective business support service within an integrated operational service environment.**  **Support and maintain the use of information systems.**  **Deliver an efficient front line service for customers.** |

**Main Duties**

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| **1** | To provide support to the users of Business Support services |
| **2** | To work effectively with other team members to help support and improve the work of the team |
| **3** | To plan, organise 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 support and maintain the use of information systems including data bases |
| **7** | To assist in designing, creating and producing a range of documents from various sources to specified deadlines |
| **8** | To photocopy, re-produce, distribute and process documents |
| **9** | To prepare and maintain documents for storage and archiving following Departmental and Council guidelines |
| **10** | To receive, sort and co-ordinate the distribution of mail, including ordering and distributing specified goods and services |
| **11** | To assist in the receipting, recording, monitoring and making of payments in line with policies, procedures and guidelines |
| **12** | To assist with the management and the organisation of diaries including business travel |
| **13** | To contribute to the arrangement and setting up of meetings, events and conferences |
| **14** | To attend meetings to take notes/minutes and produce appropriate final documentation |
| **15** | To transcribe and produce documents from recorded speech |
| **16** | To deliver and co-ordinate reliable reception service and develop customer relationships, including receiving and assisting visitors as required |

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| **Date Job Description prepared/updated:** | **May 2017** |

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| **Job Description prepared by:** | **G Bird** |



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| **Department** | | | | **People services** | | |
| **Job Title** | | | | **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 be able to provide support to users of administrative services and contribute to the review of this support | | | | | Application/Interview |
| 2. | To be able to develop and maintain effective working relationships and respond appropriately to the needs of colleagues and customers | | | | | Interview |
| 3. | To be able to work as part of a team | | | | | Application/Interview |
| 4. | To have the ability to plan, organise and prioritise workloads | | | | | Application/Interview |
| 5. | To have the ability to work under pressure and to meet deadlines | | | | | Application/Interview |
| 6. | To have the ability to input, search, store, retrieve and supply information from a variety of sources | | | | | Interview |
| 7. | To produce documents from various sources using a range of software | | | | | Keyboard Exercise |
| 8. | To demonstrate an ability to arrange and, where necessary, attend meetings to take minutes | | | | | Interview/Exercise |
| 9. | To be able to order, maintain and distribute specified goods and services | | | | | Application |
| 10. | To be able to receive, sort and co-ordinate the distribution of mail within service area | | | | | Application/Interview |
| 11 | To demonstrate the ability to handle cash and be able to record and monitor payments in line with financial procedures | | | | | Application/Interview |
| 12. | 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 2 or word processing/typing qualification to level 2 or NVQ Customer Service Level 2 | | | Application/Certificate | |
| 2. | | Experience of using a range of computer software packages to produce accurate, well-presented documents | | | Application/Interview/  Exercise | |
| 3. | | An understanding of the services provided by the Children’s and Adult Services | | | 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 may 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 maintaining information systems | | Application |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Experience of working in a reception area or a Word Processing Level 3 or Typing Level 3 qualification | | Application/Certificate |

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| **Date Person Specification prepared/updated:** | **June 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.