

**Job Description**

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| **Department** | **CHIEF EXECUTIVE’S DEPARTMENT**  |
| **Job Title** | ADMINISTRATIVE ASSISTANT |
| **Grade** | C |
| **Primary Purpose of Job** | To provide an efficient support service to the Legal Services Division. |
| **Reporting To** | Principal Legal Advisor |
| **Direct Staffing Reports** | None |

**Main Duties**

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| **1** | The preparation and maintenance of files, filing systems and indices, both manual and electronic. |
| **2** | Advising members of the public, their representatives, Council Members and other officers of appropriate matters within the postholder's areas of responsibility both in writing and over the telephone. |
| **3** | General clerical duties - document photocopying and ensuring the copier has paper and cartridges - arranging for the safe disposal and shredding of papers as requested- filing - obtaining co tags, ID badges, locker keys and sorting Iken accounts for new starters- obtaining, indexing and registering deeds, within office systems and strong rooms- sealing of deeds- preparation and insertion of advertisements and notices in the press- checking and processing of claims for various payments- preparation of time recording details and collation of resultant information- collection and safekeeping of cheques, bank cards and petty cash - general standard correspondence- inputting data on computerised databases and maintaining databases- arranging couriers and process servers- answering the phone, taking and passing on messages - booking courses for staff as requested - renewing practicing certificates, memberships etc.- ordering stationary  |
|  | - maintain statistical records for case work- maintaining training records- maintaining staff contact sheets and records - maintaining equipment logs- arranging payment of invoices as requested- reporting sickness data to exchequer services- ensuring the office working space is tidy and safe with proper storage systems - booking rooms for meetings - assisting with the preparation of bundles - ringing chambers to see which counsel may be available to assist with hearings and  advices. - organising and taking minutes at team meetings, sending minutes for approval and circulation post meeting - updating staff case lists |
| **5** | Participating as an active team member in the Legal Services Division. |
| **6** | Performing such other duties as may from time to time be required. |
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| **Date Job Description prepared:** | **November 2022** |
| **Job Description prepared by:** | **Head of Legal Services** |

**Person Specification**

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| **Job Title** | **ADMINISTRATIVE ASSISTANT** |
| **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. | Ability to use IT systems to accurately input, organise, retrieve and present information and data on various computerised systems. | Application Form/ Interview  |
| 2. | Ability to create, file and maintain information methodically and accurately in a variety of different systems. | Application Form/ Interview |
| 3. | Ability to organise and prioritise personal workload and work to strict deadlines. | Application Form/ Interview |
| 4. | Demonstrate the ability to work within a team. | Application Form/ Interview |
| 5. | Ability to use own initiative to respond to the variety of clerical demands that can occur on a daily basis. | Interview |
| 6. | Ability to communicate both orally and in writing with a variety of external stakeholders, Elected Members and Council Officers providing information and advice on services, face to face and by telephone. | Interview |
| 7. | Ability to write clearly and pursue enquiries or pass on information in writing. | Interview |
|  | **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. | Experience of using Microsoft Office / 365 | Interview/ Test |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services. | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.  | 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. | Experience of operating case management systems | Application Form/Interview |

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**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**.





