

Northumberland County Council

JOB DESCRIPTION

Post Title:	Administrative Assistant 2		Director/Service:	All Directorates		Office Use
Band:	2		Sector			JE ref: 1780 HRMS ref:
Responsible to:			Date:			
Job Purpose: Provide general support to senior colleagues and service clients by undertaking a range of clerical and administrative tasks.						
Resources	Staff	None				
	Finance	Handling cheques, invoices and small amounts of petty cash.				
	Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Ordering and stock control.				
	Clients	General dealings with the general public and clients of the Council.				
<p>Duties and key result areas: Undertaken individually or as part of a team, these are examples of the nature and level of those expected to be undertaken by the post holder. The list is not exhaustive. The actual duties and proportion of time spent on them may vary between individual jobs.</p> <ol style="list-style-type: none"> 1. Receive telephone calls, deal with visitors, take messages and answer straightforward enquiries in compliance with the service's customer care standards. 2. In accordance with service demands provide general office services such as photocopying, collation, fax, lamination, binding. 3. Act as a key operator for general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service. 4. Maintain information systems such as filing, service, client or asset records, booking systems and reference materials in a manner that ensures accuracy, confidentiality and ease of use and rapid access. 5. Monitor and maintain stocks of general office consumables, issue items, check incoming goods against orders and raise orders for authorisation in accordance with financial standing orders. 6. Deal with incoming and outgoing post in accordance with established procedures, ensuring that cheques and money orders arriving or leaving by the postal system are dealt with according to financial procedures. 7. Respond to more complex or detailed enquiries both verbally and in writing. 8. Arrange meetings, attending and taking accurate, straightforward notes as requested. 9. Arrange accommodation and travel as requested. 10. Process accounts for payment, reconcile errors and omissions and liaise with suppliers as necessary. 11. Ensure care and reconciliation of petty cash and other amounts of cash or cheques. 12. Gather and enter data into spreadsheets, databases and other electronic information storage systems, extract and distribute information as directed. 13. Produce straightforward documentation using a range of office automation applications. 14. Use such electronic systems as provided to ensure the efficient and effective use of resources. 15. Other duties appropriate to the nature, level and grade of the post. 						
Work Arrangements						
Physical requirements:		Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry.				
Transport requirements:		Occasional need to travel to other service locations to provide cover, collect documents from Archives, attend training etc.				
Working patterns:		37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.				

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PERSON SPECIFICATION

POST: Administrative Assistant 2	SERVICE: All Directorates	Ref: 1780
Essential	Desirable	Assess by
Qualifications and Knowledge		
The nature of the job demands a good general education demonstrating numeracy and literacy. NVQ Level 2 or either equivalent in a business related discipline or equivalent relevant administration experience.		
Experience		
Some experience in a similar role.		
Skills and competencies		
Literacy skills sufficient to read text and write straightforward sentences. An understanding of spelling, grammar and punctuation. Numeracy skills sufficient to undertake straightforward arithmetic functions. An understanding of percentages and decimals. Able to type and set out an e-mail or WP document quickly and accurately. Able to follow instructions and procedures without constant supervision. Ability to form appropriate relationships quickly. Works in a systematic and orderly manner.		
Physical, mental, emotional and environmental demands		
Normally works in a seated position with some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. Contact with the public may result in some emotional demands. Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
Motivation		
Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits