

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> NAS Administration Assistant		<b>Director/Service:</b> Children’s Social Care, Northumberland Adolescent Service		<b>Office Use</b>
<b>Band:</b>		<b>Sector:</b> Northumbria House / Agile		JE ref:
<b>Responsible to:</b> NAS Admin Manager		<b>Date:</b> April 2018	<b>Lead &amp; Man Induction:</b>	HRMS ref:
<b>Job Purpose:</b> To assist with the administration of the NAS Teams in maintaining an efficient and effective administrative service, supporting the Youth Service, Youth Offending Service, SORTED, 16+ Team, 18+ Team, Liaison and Diversion, Accommodation Team and Participation Team				
<b>Resources</b>	Staff	NAS Apprentice		
	Finance	Handling cheques, invoices, large amounts of petty cash and income		
	Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Ordering and stock control. Updating electronic client records		
	Clients	First point of contact / directing members of the public / service users		
<b>Duties and key result areas:</b> <ol style="list-style-type: none"><li>1. Assist with the organisation of the work of a small group or team of staff, delegating work as required providing clear guidance and motivating staff to achieve service objectives and quality standards</li><li>2. Contribute to the induction, training and development of less experienced colleagues</li><li>3. To administer the Imprest Account, County Income and Non-County Income Accounts under direction of senior colleagues, completing the necessary financial returns in compliance with County Council Financial Guidelines</li><li>4. Ensure care and reconciliation of petty cash and other amounts of cash or cheques</li><li>5. To monitor stationery and office equipment budgets, under the direction of the Business Manager, accessing IT mainframe / software where appropriate</li><li>6. Monitor and maintain stocks of consumables, issue items, check incoming goods against orders and when required raise orders for authorisation in accordance with financial standing orders</li><li>7. To assist with NAS Finance Panel, organising BACS Payments and ordering resources under the direction of senior colleagues</li><li>8. To assist with NAS Performance Data - manipulating spreadsheets and databases as appropriate and under guidance</li><li>9. Enter data into NAS databases, i.e. ICS, Child View, Iley, to ensure up to date information; booking systems, client records, ensuring accuracy, confidentiality in line with General Data Protection Regulations (GDPR), ease of use and rapid access</li><li>10. Monitor email accounts for Admin and Secure Mailboxes</li><li>11. Receive telephone calls, deal with visitors, take messages and answer enquiries, in compliance with the Service’s customer care standards</li><li>12. In accordance with Service demands, provide office administration tasks such as typing, petty cash, photocopying, archiving and lamination</li><li>13. 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</li><li>14. Assist with the more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with the predetermined boundaries or as instructed</li><li>15. Arrange meetings, attending and taking accurate notes / minutes as requested</li><li>16. Other duties appropriate to the nature, level and grade of the post</li></ol> <p>The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis</p>				

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:	n/a
Working patterns:	37 hours per week, day work. Flexible working hours may apply provided staff work collaboratively to provide cover for services.
Working conditions:	Minimal exposure to disagreeable, unpleasant or hazardous conditions.

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**PERSON SPECIFICATION**

<b>POST:</b> NAS Administration Assistant		<b>SERVICE:</b> Children's Social Care, Northumberland Adolescent Service	<b>Ref:</b>
<b>Essential</b>		<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>			
<ul style="list-style-type: none"> <li>• RSA II Typing / Text / Word Processing</li> <li>• Good general education demonstrating numeracy and literacy</li> <li>• NVQ Level 2 or equivalent in a business related discipline</li> </ul>		<ul style="list-style-type: none"> <li>• NVQ Level 3 or equivalent in a business related discipline</li> <li>• A knowledge and understanding of the directorate's services</li> </ul>	
<b>Experience</b>			
<ul style="list-style-type: none"> <li>• Considerable experience in a similar role covering a broad range of support tasks and procedures</li> <li>• Experience in using office applications on a personal computer / laptop</li> </ul>		<ul style="list-style-type: none"> <li>• Practical experience of staff supervision</li> <li>• Some experience of financial systems and providing budgetary information</li> <li>• Experience of the directorate's services</li> </ul>	
<b>Skills and competencies</b>			
<ul style="list-style-type: none"> <li>• Good listening skills</li> <li>• Good written and verbal communication skills</li> <li>• Ability to work within a clear policy of confidentiality</li> <li>• Able to follow instructions and procedures without constant supervision</li> <li>• Ability to present budgetary information in a clear, concise written form</li> <li>• Ability to prioritise and organise work of team and monitor work standards against set guidelines</li> <li>• Ability to be persuasive, diplomatic and practical</li> <li>• Ability to think clearly and meet deadlines</li> <li>• Skilled in using office applications on a personal computer</li> <li>• Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment</li> </ul>		<ul style="list-style-type: none"> <li>• Experience of working with the public</li> <li>• Advanced skills in Microsoft Office / Google applications</li> </ul>	
<b>Physical, mental and emotional demands</b>			
<ul style="list-style-type: none"> <li>• Normally works in a seated position with some standing, walking, stretching or lifting</li> <li>• Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands</li> <li>• Contact with clients or colleagues may result in some emotional demands</li> <li>• Reliable and good time-keeper</li> <li>• Demonstrate integrity and upholds values and principles</li> <li>• Commitment to providing a quality admin support service</li> <li>• Promotes equal opportunities and diversity in all aspects of work</li> <li>• Appropriates follows instructions to achieve set objectives</li> <li>• Works collaboratively to achieve team spirit</li> <li>• Adapts to change by adopting a flexible and cooperative attitude</li> </ul>			

*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*