

Kent County Council

Job Description: *PA/Secretary to Area Education Officer*

Directorate:	Children, Young People and Education
Unit/Section	Provision Planning
Grade:	KR5
Responsible to:	Area Education Officer – East Kent

Purpose of the Job:

Provide an administrative/clerical/secretarial support service to the Area Education Officer (AEO) and Area Schools Organisation Officer (ASOO), to assist in the smooth running of the service and taking a proactive role in relation to its day to day functioning.

Main duties and responsibilities:

- Produce all types of word processing, from handwritten and recorded sources, drafting routine correspondence on behalf of the AEO and/or other staff, and tracking responses to correspondence and other paperwork within appropriate timescales, in order to provide a reliable and high quality service to Directorate managers.
- Act as the main point of contact for the AEO, investigating complex queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible, and receiving visitors in a courteous, prompt and efficient manner, in order to ensure that staff, service users and members of the public who contact the Unit are dealt with efficiently and consistently.
- Develop, maintain and monitor all office systems, including the database and filing systems, both computerised and manual, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the KCC Record Retention Policy, data protection and freedom of information protocols.
- Support the day to day clerical and administrative functions of the team, in addition to the monitoring of emails and telephone messages for appropriate team members, stationery ordering and the processing of mail etc, in order to facilitate the smooth running of the team.
- Arrange and coordinate appointments and meetings on behalf of the AEO and other staff within the Unit, including large gatherings such as seminars, Member Briefings, involving external agencies and speakers, dispatching the relevant documents and taking minutes where required, to ensure that the whole process runs smoothly and that any action points are followed up at the end of the meeting.

- Update, modify and retrieve data on both manual and computerised systems, preparing standard and non standard reports, cross checking data held on different systems to ensure accuracy and developing new systems to meet information needs in order to provide accurate and reliable information, on which management decisions can be made.
- Administer personnel procedures on behalf of the AEO/Unit, including diary management, and the recording and monitoring of annual leave, sickness absence and travelling expense forms.
- Take a proactive approach in supporting and encouraging the team in environmental-friendly working as part of the KCC's Green Agenda, e.g. double-sided photocopying, switching off consoles and lights etc.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *PA/Secretary to Area Education Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<p>Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent if required</p> <p>Willingness to work towards NVQ3 in Administration or equivalent if required</p>
EXPERIENCE	<p>Office administration experience</p> <p>Experience of drafting correspondence</p>
SKILLS AND ABILITIES	<p>Literacy and numeracy skills</p> <p>Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions</p> <p>Interpersonal, organisational and administrative skills</p> <p>Ability to develop and maintain effective computerised and manual filing systems</p> <p>Ability to organise and prioritise workload to achieve deadlines</p> <p>Ability to investigate complex queries and anomalies when required</p> <p>Ability to take accurate notes and minutes of meetings</p> <p>Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned</p> <p>Co-ordination skills when arranging meetings and appointments and arranging client care when required</p> <p>Ability to monitor and process accurate financial records, such as invoices</p> <p>Commitment to equalities and the promotion of diversity in all aspects of working</p>

KNOWLEDGE	<p>Knowledge of the KCC Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol</p> <p>Knowledge of a range of IT systems</p> <p>Knowledge of computerised and manual filing systems</p> <p>Awareness of Data Protection and confidentiality issues</p> <p>Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety</p>
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer Challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make