

Kent County Council

Job Description: *Administration Officer*

Directorate: Adult Social Care and Health

Unit/Section: In House Provision

Grade: KR5

Responsible to: Line Manager

Purpose of the Job:

Provide an administrative/clerical/secretarial support service to a manager, group of managers or a team, 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 professional documents, from handwritten and recorded sources, drafting routine correspondence on behalf of the line manager and/or other staff, and tracking responses to correspondence and other paperwork within appropriate timescales.
- Act as the main point of contact for the Service, investigating complex queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person. Where appropriate receive visitors in a courteous, prompt and efficient manner, in order to ensure that staff, the people we support, families, carers and members of the public who contact the service are dealt with efficiently and consistently.
- Develop, maintain, and monitor all office systems, both computerised and manual. Ensure systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and GDPR.
- Support the day-to-day clerical and administrative functions of the team/service, 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 line manager and other staff within the service, dispatching relevant documents and taking minutes where required. Ensuring action points are assigned and distributed.
- Update, report and retrieve data on both manual and computerised systems. Prepare reports as requested providing accurate and reliable information.
- Administer personnel procedures on behalf of the line manager/team, including diary management, recording and monitoring of annual leave, sickness absence and travelling expense forms.
- Process, maintain and monitor financial records relating to expenditure and income, including the preparation of invoices for payment, processing charges and monitoring expenditure against budgets, as well as the administration of petty cash, identifying and investigating anomalies and proposing solutions on behalf of the line manager, in order to

ensure that financial information and procedures relating to the team are accurate, up to date and in accordance with finance regulations and Directorate procedures.

- Take a proactive approach in supporting and encouraging the team in environmental-friendly working as part of the County Council'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.

Kent County Council
Person Specification: *Administration 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 / Diploma 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 Microsoft windows 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.</p> <p>Ability to monitor and process accurate financial records.</p> <p>Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.</p> <p>Commitment to equalities and the promotion of diversity in all aspects of working</p>

<p>KNOWLEDGE</p>	<p>Knowledge of the County's Record Retention Policy and freedom of information protocols</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>
<p>BEHAVIOURS AND KENT VALUES</p>	<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