

Kent County Council

Job Description: *Administration Assistant - and Apprentices/School Leavers*

Directorate:	Adult Social Care and Health
Unit/Section:	East Kent – Ashford and Canterbury Business Support
Grade:	Apprenticeship / KR3
Responsible to:	Senior Business Support Officer

Apprenticeship Training Details

Name of Apprenticeship Standard:	Business Administrator
Level of Apprenticeship:	Level 3
Length of Study:	18 Months

Purpose of the Job:

To provide an administrative support service to assist in the smooth running of the service.

Main duties and responsibilities:

- Type a range of documents using Microsoft Office Suite to include letters, meeting notes, emails, and spreadsheets, checking and amending where necessary to ensure that the final version is accurate.
- Act as the main point of contact for the service, answering routine enquiries, assessing the nature of telephone calls and referring them to the appropriate person in liaison with your supervisor where necessary, ensuring that the people who contact the service are treated in a courteous, prompt and efficient manner and information given is consistent.
- Updating and accurately recording information on to the database, Mosaic, including the uploading of documents ensuring that they are accurately named.
- Provide administrative support including dealing with incoming and outgoing mail, photocopying, and printing to support the smooth running of the office.
- Arrange meetings and appointments as and when directed, collating, and sending relevant documents to staff as required and taking accurate notes of meetings.

- Input information on spreadsheets, highlighting possible errors, so that accurate figures are available when required.
- Completion of annual leave and sickness absence forms, manage team diaries, referring any problems to your supervisor, to ensure that the information held for each person is correct.
- Keep simple financial records and process invoices for payment, referring any problems to your supervisor, to ensure that financial records are accurate.
- Support and encourage the team in environmentally 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 their 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: *Administration Assistant - and Apprentices/School Leavers*

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	<ul style="list-style-type: none">• Educated to GCSE level or equivalent.
EXPERIENCE	<ul style="list-style-type: none">• Previous paid employment or voluntary work experienceor:• Participation in extra-curricular activities at school or college
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Computer literacy – ability to use a computer and produce a range of accurate documents, using Microsoft Office packages once training has been provided.• Literacy and numeracy skills – ability to read and write, put items in alphabetical order, add and subtract figures and to use a calculator.• Ability to use a filing system once training has been provided.• Ability to take accurate notes of meetings – experience could have been gained through school or college lecture notes.• Ability to work to deadlines, e.g., when studying• Confidence and ability to ask questions relating to achieving the task.• Ability to retain and use a range of information.• Ability to interact courteously and confidently with other people.• Confident telephone manner and ability to type accurate messages.• Good organisational skills gained either through a course of study or within paid or voluntary work.• Ability to work confidentially, keeping work-related issues and discussions in the workplace.• Willingness to attend training courses which help you in your current role and develop your potential for other roles.• 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.

KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of the services provided by Social Care, Health and Wellbeing or Kent County Council • Awareness that work-related issues, conversations, information, and data are to be kept confidential within the workplace. • Awareness of equalities and diversity issues – respecting the needs and views of other people • Understanding of health and safety issues within the workplace, once these have been explained.
KENT VALUES AND CULTURAL ATTRIBUTES	<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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>