

Kent County Council

Job Description: *Administration Assistant*

Directorate: Children, Young People and Education

Unit/Section: Children's Services

Grade: KR3

Responsible to: Registered Manager

Purpose of the Job:

Provide an administrative/clerical/secretarial support service to the Short Break Unit to assist in the smooth running of the service and its day to day functioning.

Main duties and responsibilities:

- Act as the main point of contact for the Short Break Unit, answering basic queries, assessing the nature of telephone calls, referring them to the appropriate person. Receiving visitors in a courteous, prompt and efficient manner, in order to ensure that staff, children and members of the public who contact the Unit are dealt with efficiently and consistently.
- Maintain and monitor all office systems, including the database and filing systems, both computerised and manual.
- Support the day to day clerical and administrative functions of the unit, in particular to monitor 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 unit.
- Arrange and coordinate appointments and meetings on behalf of the Registered Manager and other staff within the Unit.
- 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.
- Process, maintain and monitor financial records, including the preparation of invoices for payment, processing charges.
- Support the Registered Manager and unit staff with operational issues, including arranging transport, making routine bookings and ordering routine equipment for children, undertaking basic research using the internet, making up children's files and chasing actions, as directed by the Registered Manager.

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: *Administration Assistant*

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

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

	MINIMUM
QUALIFICATIONS	Educated to GCSE level or equivalent in Maths and English
EXPERIENCE	Experience of working in an office environment.
SKILLS AND ABILITIES	Computer literate Literate and numerate Good interpersonal and organisational skills Confident telephone manner Able to prioritise workload and work to deadlines Able to work on own initiative
KNOWLEDGE	Knowledge of office environment Knowledge of computer systems such as word and excel
BEHAVIOURS AND KENT VALUES	<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 Be customer focused Be visible and approachable to partners, public and staff Listen carefully and act on what is being said – use clear language Work to find positive solutions, be creative.