

Directorate: Adult Social Care and Health
Unit/Section: Disabled Children and Adults with Learning Disabilities
Grade: KR4
Responsible to: Senior Administration Officer

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 all types of word processing, from handwritten and recorded sources, to defined standards of presentation, drafting routine correspondence on behalf of the line manager and/or other staff, in order to provide a reliable and high quality service to Directorate managers.
- Act as the main point of contact for the Unit/section, investigating queries, 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, to ensure that staff, service users and members of the public who contact the Unit are dealt with efficiently and consistently.
- Develop and maintain all office systems, including the database and filing systems, both computerised and manual, ensuring that the storage and retrieval of documents is undertaken in a logical and consistent manner, in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- Support the day to day clerical and administrative functions of the team/service, including stationery ordering, the processing of incoming and outgoing mail, and the operation of office machinery and equipment, 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 Unit, organising venues and equipment, dispatching the relevant documents to staff and taking accurate minutes when required, to ensure that the whole process runs smoothly and that accurate records are made.
- Update, modify and retrieve data on both manual and computerised systems, preparing standard reports in the required format for use by managers as requested, working within the appropriate deadlines and highlighting discrepancies, in order to provide accurate and usable statistics for the line manager and/or section, as appropriate.

- Administer unit/team personnel records on behalf of the line manager, including the recording and monitoring of annual leave, sickness absence and travelling expense forms, as well as staff and manager's diary movements, investigating anomalies, resolving issues and seeking guidance on more complex issues, to ensure that the information held for each person is accurate in order to inform the preparation of staff rotas and to assist the manager with line management issues.
- Process, maintain and monitor financial records relating to expenditure and income, including the preparation of invoices for payment, the administration of petty cash and the balancing of local funds, e.g. amenity funds and collecting charges, referring more complex anomalies to the line manager, to ensure that the information held is accurate, up to date and in accordance with financial regulations and Directorate procedures.
- Support and encourage the team in environmental –friendly working as part of the County Council's Green Agenda, eg 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: *Senior Administration Assistant - Level 2*

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 |
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| QUALIFICATIONS | Educated to GCSE level or equivalent or Hold or be willing to work towards NVQ2 in Administration or equivalent, if required |
| EXPERIENCE | Office administration experience |
| SKILLS AND ABILITIES | <ul style="list-style-type: none">• Literacy and numeracy skills• Computer literacy – ability to produce a range of accurate documents and standardised reports using Windows WP package and basic spreadsheet and database functions• Ability to organise and prioritise workload to achieve deadlines• Ability to communicate effectively and in a courteous manner, in person and over the telephone• Ability to receive and assess information over telephone or in person and refer to the appropriate person or source of information• Ability to investigate queries and anomalies when required• Ability to operate computerised and manual filing systems and to make improvements where necessary• Ability to take accurate notes and minutes of meetings• Co-ordination skills when arranging meetings and appointments• Ability to process and maintain financial records• 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.• Commitment to equalities and the promotion of diversity in all aspects of working |
| KNOWLEDGE | <ul style="list-style-type: none">• Awareness of the County Council's Record Retention Policy and freedom of information protocols or an awareness of the requirement for this policy and protocol• Knowledge of computerised and manual filing systems• Awareness of Data Protection and confidentiality issues• 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 |
| BEHAVIOURS AND KENT VALUES | <u>Kent Values</u> Open Invite Contribution and Challenge |

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| | Accountable |
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