

## Kent County Council

### Job Description: *Administration Officer*

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**Directorate:** Adult Social Care and Health  
**Unit/Section:** Business Delivery Unit  
**Grade:** KR5  
**Responsible to:** Directorate Business Support Manager

#### **Purpose of the Job:**

Provide an administrative and 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:**

1. Draft routine correspondence on behalf of the line manager and/or other staff, including tracking responses and production of other documents within appropriate timescales. Provide a reliable and high-quality service to managers.
2. Act as a main point of contact for the designated function, 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. Receive visitors in a courteous, prompt and efficient manner, ensuring that staff, clients and other members of the public are dealt with efficiently and consistently.
3. Develop, maintain and monitor all office systems, including databases and filing systems, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
4. Support the day to day administrative and support functions of the designated function, 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 office.
5. Arrange and coordinate appointments and meetings on behalf of managers and other staff within the designated function, including large gatherings such as seminars 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.
6. Update, modify and retrieve data. Preparing standard and nonstandard 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.
7. Administer personnel procedures on behalf of the line manager/team, including calendar management, and the recording and monitoring of annual leave, sickness absence.

Support in the recruitment, selection and induction of staff, resolving issues and seeking guidance on more complex issues.

8. Process, maintain and monitor financial records relating to expenditure and income, including iProc, preparation of invoices for payment and processing charges.
9. Take a proactive approach in supporting and encouraging the team in environmental-friendly working as part of Kent's Environment Strategy, 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: *Administration Officer*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent or</li> <li>• NVQ2 in Administration or equivalent if required</li> <li>• Willingness to work towards NVQ3 in Administration or equivalent if required</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Office administration experience</li> <li>• Experience of drafting correspondence</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Literacy and numeracy skills</li> <li>• Digital literacy - ability to produce a range of documents and reports, using Windows packages</li> <li>• Interpersonal, organisational and administrative skills</li> <li>• Ability to develop and maintain filing systems</li> <li>• Ability to organise and prioritise workload to achieve deadlines</li> <li>• Ability to investigate complex queries and anomalies when required</li> <li>• Ability to take accurate notes and minutes of meetings</li> <li>• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned</li> <li>• Co-ordination skills when arranging meetings and appointments and arranging client care when required</li> <li>• Ability to monitor and process accurate financial records</li> <li>• 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.</li> <li>• Commitment to equalities and the promotion of diversity in all aspects of working</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of the services provided by Adult Social Care and Health</li> <li>• Knowledge of the County's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol</li> <li>• Knowledge of a range of IT systems</li> <li>• Awareness of Data Protection and confidentiality issues</li> <li>• 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</li> </ul>

<b>BEHAVIOURS AND KENT VALUES</b>	<b>Kent Values:</b> <ul style="list-style-type: none"><li>• Open</li><li>• Invite contribution and challenge</li><li>• Accountable</li></ul>
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