



## EAST SUSSEX COUNTY COUNCIL

### Job Description

<b>DEPARTMENT:</b>	Adult Social Care & Health
<b>LOCATION:</b>	Eastbourne
<b>JOB TITLE:</b>	Administrative Support Assistant
<b>GRADE:</b>	East Sussex Single Status 4

#### **MAIN PURPOSE OF THE ROLE:**

To provide administrative support so that colleagues are assisted to deliver services to the public. To contribute to meeting team priorities and ensure confidentiality and other controls are maintained.

#### **Key Tasks**

1. Undertake administrative duties in accordance with statutory and departmental requirements including providing telephone cover and message service, process incoming and outgoing mail.
2. Minute, produce and distribute accurate records of routine office meetings e.g. team, departmental, inter-agency meetings.
3. Produce correspondence and reports from written documents and other sources.
4. Accurately input data into computerised systems, databases and spreadsheets and process, retrieve and cleanse data as necessary.
5. Liaise with operational and departmental staff, clients and other agencies as appropriate, sharing information as directed and ensuring Council procedures are properly followed.
6. Maintain and update departmental information.
7. Maintain all paper and electronic filing systems, including establishment of new files.
8. Undertake photocopying, scanning and fax transmissions, as requested.
9. Provide support to individual managers as required, including diary management, travel planning, arranging and supporting events and arranging and servicing meetings.
10. Support managers in maintaining property and facilities and their security.

11. Attend staff meetings, supervision and training as required, including participation in the annual performance appraisal review scheme.
12. Undertake available training opportunities identified through appraisal and supervision and show a commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of County Council services.

**Optional Addendums to be included as appropriate:**

**Working with clients:** Provide administrative support in an environment which includes frequent contact with vulnerable service users, responding to queries and complaints.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**EAST SUSSEX COUNTY COUNCIL**



**Person Specification**

**Post Title:** Administrative Support Assistant

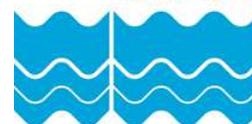
**Location:** Eastbourne

**Grade:** East Sussex Single Status 4

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment/ Source of Information</b>
<b>Key Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Word processing skills.</li> <li>• Ability to effectively organise own workload.</li> <li>• Ability to accurately input and check computer data.</li> <li>• Ability to communicate effectively.</li> <li>• Ability to converse at ease with customer and provide advice in accurate spoken English</li> </ul>		Application Interview
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• QCF Level 2 including Maths and English or able to demonstrate competency in these areas</li> <li>• Level 2 Business Administration or level 2 Customer Service Practitioner qualification or willingness to complete Business Administration (Level 2) apprenticeship which will be funded by the Council*</li> <li>• Willingness to undertake professional vocational qualification related to the role</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ in Business Administration.</li> </ul>	Application Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of Microsoft Office (in particular</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the services provided by</li> </ul>	Application Interview

	Outlook, Word and Excel). <ul style="list-style-type: none"> <li>• Awareness of the services provided by ESCC and the function of the team the role supports.</li> </ul>	the directorate.	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Use of office systems.</li> </ul>		Application Interview
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills.</li> <li>• Ability to work in a team.</li> <li>• Commitment to improving personal performance and supporting that of the service.</li> </ul>		Application Interview
<b>Other</b>			
<b>Date (drawn up): 2013</b> <b>Reference of Officer(s) drawing up person specifications :</b>			

\* For more information on apprenticeships and the training available for this position please visit our [apprenticeship page](#) on our website



## **Administrative Support Assistant**

### **Additional Information**

#### **KNOWLEDGE**

**Please detail below the knowledge needed to carry out the job effectively, such as practical, technical or professional, including any which is essential in background or context, as well as the depth and breadth (e.g. knowledge in more than one area)**

This post requires sound knowledge of the critical tools and attributes of a successful office and how to provide an effective support service to busy colleagues. This includes:

- A good understanding of key administrative procedures including minute taking
- The ability to use Microsoft office packages to file, communicate and record effectively.
- Proficiency with computer systems, so that systems are learned promptly and used effectively.
- Knowledge of local services and systems developed over time, so that administrative services are responsive to local needs, and so that specialist administrative processes can be carried out effectively.
- Understanding of formatting for letter writing and good presentation of documents, to contribute to the team's reputation.
- Efficient and capable use of office equipment including photocopier, fax and phone.
- Understanding of equal opportunities underpinning all activities.
- Knowledge of corporate standards, policies and other requirements pertinent to the job, developed within a reasonable period, and used to inform and improve support to colleagues.

#### **HARDEST PART OF THE JOB**

**Please describe the most difficult, complex or challenging part of the job and explain why**

The activities carried out by Administrative Support Assistants are key to enabling service delivery, and the key challenges are to be flexible, responsive and adaptable - working with their supervisor to deliver the support which the team and managers require. This will include, for example:

- Providing administrative support within a team to a variety of staff including operational staff and managers.
- Working within prescribed deadlines.
- Acting as a first point of contact for internal and external clients, signposting or advising people on a range of matters relating to the department.
- Ensuring records and departmental information are accurate, up to date and readily accessible.
- Supporting local specialist procedures with direct operational outcomes.

- Managing the workload by multitasking to meet conflicting deadlines.

### **INTERPERSONAL/COMMUNICATION SKILLS**

**Please detail below the type of interpersonal and communication skills that are required for the job both written and oral (eg training, promoting, obtaining information from others, advising, motivating, persuading, negotiating, meeting the needs of others) and what/who is the intended audience**

Good administrative services rely on effective communication skills and good relationship-building. This will include:

- A polite and clear telephone manner, even in a busy office.
- The ability to produce clear and concise minutes of local meetings.
- Accurate and clear letter writing skills, using templates and creating bespoke letters as required, producing professional-looking letters which others will understand.
- The ability to advise internal staff and external clients on services, internal contacts, staff availability and provide advice on a whole range of procedural matters and frequent questions.
- The ability to communicate effectively with a range of contacts, including volunteers, other local authorities, staff in government departments etc.

### **RESOURCE RESPONSIBILITY**

**Please describe the responsibilities (if any) for resources, to include:**

- (i) PEOPLE - i.e. the well-being of others (excluding staff managed) eg services provided direct to the public, enforcement of statutory regulations etc**

Administrative Support Assistants have a responsibility to support the wellbeing of individuals and groups as part of their job. This includes:

- Responsibility for ensuring their own health and safety and that of their colleagues.
- Protecting confidentiality.
- Providing advice on a range of procedural, service and staffing matters and signposting on departmental matters to staff and clients
- Ensuring records and files are accurate, up to date and available to support departmental work and services to colleagues and members of the public.

- (ii) SUPERVISION/MANAGEMENT- i.e. those directly managed and those managed through others including volunteers, trainees, students etc. Please indicate if staff managed are based in the same location or elsewhere**

Administrative Support Assistant roles include providing administrative support to recruitment processes and providing support to new colleagues by demonstrating and explaining duties and processes.

**(iii) FINANCIAL resources – i.e. from handling of invoices through to authorising spending budgets and/or generating income. Please indicate amounts and nature of responsibility held**

Some Administrative Support Assistant posts have no financial responsibility.

Some Administrative Support Assistant posts have responsibility for using a P-card, petty cash or invoicing correctly, appropriately and within required procedures, with transactions of less than £100 per week.

Some Administrative Support Assistants posts have responsibility for reconciling finances e.g. Utility payments, debts appropriately and within required procedures, with transactions of less than £100 per week

**(iv) PHYSICAL resources – i.e. processing of information (paper based or computerised) and/or development of information systems. Includes confidentiality, security, purchasing/replacement of stocks, repair of equipment or tools, responsibility for buildings etc**

This post has responsibility for safekeeping and security of physical assets as follows:

- Maintain computerised data systems which contain a high volume of information and/or confidential data.
- Order or receive stock as necessary.
- Supporting managers in maintaining property and facilities and their security e.g. raising issues with Controllers of Premises and ensure storage facilities are locked.

**EMOTIONAL DEMANDS/WORKING CONDITIONS**

**Please detail what contact this post has with people related behaviour (e.g. whether they are angry, difficult upset or unwell or their circumstances cause stress to the jobholder) and if the post holder is exposed to unpleasant, uncomfortable or hazardous working conditions and the frequency of these conditions.**

Some Administrative Support Assistant roles involve rare and less distressing emotional demands.

or

Some Administrative Support Assistant roles involve occasional emotional demands, from awareness of client's circumstances, including access to some confidential or sensitive information about their circumstances.

As the first point of contact for information within the department calls from upset, angry or distressed clients may be received.

This can include direct contact with clients via the phone or in person where the client is upset or distressed. In this case Administrative Support Assistant are required to use judgment and respond professionally by referring the client to the appropriate manager or professional e.g. Social Worker, Caseworker, line manager, as appropriate.