

# Job Description



Date	<b>March 2012</b>
Post Title	<b>Administrator</b>
Post No.	<b>SSCF0242-1</b>
Grade	<b>SCP 11-13</b>
Section	<b>Operational Team</b>
Service Area	<b>Community Care and Adults/ Children and Family Services</b>
Responsible To	<b>Business Support Team Leader/ Team Manager</b>

## Job Purpose

To provide an effective and efficient administrative support service within Children and Families / Community Care and Adult Services Operational Teams.

## Key Results Areas

The below Key Results Areas outline the generic duties required within the Administrator post, however the specific tasks will be as directed by the Business Support Team Leader/ Team Manager as appropriate to the team.

### 1.0 Administration

- 1.1 To undertake administration tasks including the collation and processing of information in respect of systems, procedures or records
- 1.2 To update and maintain systems, procedures and records to ensure effective delivery of service.
- 1.3 To provide specific information to individuals/ groups as required internally and externally
- 1.4 To set up, close and archive case files, also to retrieve case files as requested
- 1.5 To assist with information for Panels
- 1.6 To arrange and minute meetings where there is a statutory requirement including the distribution of minutes.
- 1.7 To process and update Statutory checks in line with legal requirements
- 1.8 To ensure an adequate supply of office stationary and equipment

### 2.0 Financial

- 2.1 To process the ordering of goods and services via agreed methods of procurement, including the filing of official orders and corresponding delivery notes.
- 2.2 To check, process and input invoices in line with financial procedures and deal with payment queries

### 3.0 Personal Contribution

- 3.1 To respect the confidential nature of the information handled
- 3.2 To promote Equal Opportunities in line with the role undertaken

### 4.0 Team Contribution

- 4.1 To attend and contribute to team meetings
- 4.2 To adopt a flexible approach towards assisting with the work of the team and other teams as and when necessary
- 4.3 To assist in team projects when required

## **5.0 General**

5.1 To undertake other duties commensurate with the grade as directed by line manager

### **Qualifications and Experience**

5 GCSEs (A-C) including English and Maths or NVQ Level 2 or equivalent or 2 years administrative experience within an office environment  
RSA Stage 2, CLAIT / ECDL or equivalent or qualified by experience  
Knowledge of Microsoft Officer Packages  
General knowledge of office procedures

### **Supervisory Responsibilities**

None

### **Supervision Received**

Business Support Team Leader/ Team Manager

### **Principal Contacts**

Business Support Team Leader/ Team Manager  
Colleagues  
Service Users  
External contractors/suppliers

### **Special Conditions**

<p>This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post 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.</p>
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# Job Requirement



Date **March 2012**  
Post Title **Administrator**  
Service Area **Community Care and Adults/ Children and Family Services**

Requirement	Essential or Desirable	How Tested (S) used at Shortlisting
<b>Education/Qualifications/Knowledge</b>		
1.1 Minimum of 5 GCSE's (A-C) including English and Maths or NVQ Level 2 or at least 2 years administrative experiences within an office environment	E	Application Form (S)
1.2 RSA Stage 2, CLAIT/ ECDL or equivalent or qualified by experience	D	Application Form/ Test
1.3 Knowledge of standard computer software, including word processing and spreadsheets	E	Application Form (S)/Test
<b>Experience</b>		
2.1 A minimum of one years administrative experience within an office environment	E	Application Form/ Interview (S)
2.2 Experience of providing administrative support to a team	E	Application Form/ Interview
2.3 Experience of using IT systems including Word, Excel, email and internet within the workplace.	E	Application Form (S)/Test
<b>Aptitudes and Skills</b>		
3.1 Be able to communicate effectively with colleagues	E	Interview
3.2 Be able to work under pressure	E	Interview
3.3 Be able to work as part of a team	E	Interview
3.4 Be able to work on own initiative	E	interview
3.5 Be able to prioritise workload	E	Interview
3.6 Able to demonstrate good administrative skills	E	Interview

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## Personal Attributes

4.1 Demonstrate commitment and enthusiasm	E	Interview
4.2 Demonstrate a responsible attitude towards work and the ability to use own initiative	E	Interview
4.3 Good communication skills	E	Interview
4.4 Understand and respect the principles of confidentiality	E	Interview
4.5 A good understanding of customer care	E	Interview

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## Circumstances

5.1 Be able to work flexibly to meet the demands of the service	E	Interview
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## Equal Opportunities

6.1 Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council	E	Interview
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