

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Administration Officer |
| HBC Grade: | **HBC3** |
| Service: | **Widnes Locality and D&A Youth Support Service** |
| Division: | **TAF (C&F)** |

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| **Main Purpose of the Role** |
| **To provide administrative & finance support to Widnes Locality Team and the Drug & Alcohol Youth Support Service based within Team Around The Family (Early Help).** |

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| **Key Duties**  |
| **1** | Responsible for data entry onto service specific IT systems |
| **2** | Provision of administrative support to TAF teams when preparing for audits and inspections |
| **3** | Creation and assistance in the maintenance of manual and computerised filing systems to enable up to date and accurate information to be retained and retrieved |
| **4**  | Assistance in the administration of financial transactions including placing orders, goods receipting and dealing with enquiries |
| **5** | Responsible for the efficient organisation of internal, external and multi-agency meetings including arranging meetings, preparing and sending out agendas, booking rooms, attending and taking minutes of meetings, distributing minutes and following up on actions as appropriate |
| **6** | Respond to with service specific enquiries, assess the urgency of enquiries and handle appropriately |
| **7** | Provision of a word processing service including typing letters, short reports, presentations, client notes etc |
| **8** | Responsible for updating and monitoring Council’s Record of employee lone working |
| **9** | Provision of general administrative support and reception cover as and when required including filing and photocopying |
| **10** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications**  | **Essential**  | **Desirable**  | **How Identified**  |
| Educated to GCSE standard or equivalent and ideally should have 5 passes at grade C or above including English and Maths  |  | All essential qualification certificates must be presented at interview. |

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|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Experience of managing administrative and information systems  |  | Typing Skills  | Application / Interview /Assessment |
| Thorough knowledge, use and experience of IT packages including Microsoft Office  |  | Excellent communication skills  | Application / Interview /Assessment |
| Experience of meeting administration including taking minutes and organising meetings using Microsoft Outlook  |  | Ability to work to tight deadlines | Application / Interview /Assessment |
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| **DESIRABLE** | Experience of using bespoke software systems within Local Government  |  | Typing qualification | Application / Interview /Assessment |
| Experience of setting up and modifying administrative and information systems |  |  | Application / Interview /Assessment |
| Experience of using AgressoExperience of using NDTMS |  |  | Application / Interview /Assessment |
| Experience to handle difficult conversations eg sensitive management of calls from people upset or in distress |  |  | Application / Interview /Assessment |
| Experience working in a children & family setting |  |  | Application / Interview /Assessment |
| Understanding of safeguarding within customer services |  |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| An awareness of the importance of confidentiality |  | Interview / Assessment / Documentation  |
| A willingness to work as part of a team  |  | Interview / Assessment / Documentation |
| Ability to work remotely or agile working  |  | Interview / Assessment / Documentation |

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This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.