

JOB DESCRIPTION

Job Title:	Administrative Officer (Specialist)
Grade:	7 £20,456 - £22,434 (pro rata if part time)
Responsible to:	Senior Administrative Officer
Responsible for:	Some direct responsibility for supervision, direction or co-ordination of other employees as allocated (e.g. regular advice, instruction, monitoring)
Finance responsibilities:	Some direct responsibility for financial resources (e.g. transaction processing)
Budget responsibilities:	As allocated
Resource responsibilities:	Some direct responsibility for physical resources as allocated (e.g. data, equipment, stock control)

MAIN PURPOSE(S) OF THE JOB:

Enable the directorate to deliver integrated, customer focused services which improve outcomes by:

- Working co-operatively, as part of a team to provide efficient and effective secretarial and administrative support to staff based in specialist directorate teams who may not work from one office;
- Proactively liaising with colleagues to provide constant and consistent services, streamline practices, provide cross-service cover and help prevent excessive workload peaks.
- Developing detailed knowledge, skills and expertise in at least one designated, complex service area(s) to enable the directorate to meet statutory requirements and meet local priority needs

This post holder is responsible for ensuring that all County Safeguarding and Child/ Vulnerable Adult Protection policies are adhered to and concerns are raised in accordance with these policies

MAIN DUTIES:

Office and team support

1. Act as a first point of contact for the service, including enquiries which may be emotive, distressing and complex in nature; assessing the nature and urgency of the call and responding or referring to senior officers (e.g. Duty Officers, managers) as appropriate
2. Process and respond promptly to incoming communications (post, telephone, fax, email, face to face), accurate message taking, copying and distributing information as necessary
3. Look up information to answer complex queries, including requests for statistical information from internal and external customers. This could involve using the internet/intranet as well as internal systems.

4. Produce a range of documents including letters/emails and presentations to a good standard by the required deadline
5. Collect, process and input data into the County Council's information management systems and databases (e.g. Framework-I, One, Swift, SAP) ensuring accuracy and security of data and compliance with statutory requirements
6. Use electronic and manual filing systems with due regard to security and confidentiality
7. Maintain diaries, appointment systems, scheduling and arranging meetings including managing bring forward systems on a daily basis
8. Organise meetings and statutory events (e.g. Panels and Case Conferences), ensuring that appointments are realistically planned with regard to timing and venue; venue, catering and resources are booked appropriately; and preparing materials to support the event
9. Maintain record-keeping systems for recording and monitoring service processes and provide regular summary reports to Operational Staff and Managers to ensure that relevant updates and reviews take place in a timely fashion
10. Develop and maintain up to date information about the service including on the intranet, internet, stationery and internal and external publications
11. Undertake general clerical and administrative tasks to support the service as required (e.g. post processes, photocopying, scanning)

Financial support

12. Process financial tasks within the team including e-procurement, receipting of goods
13. Investigate variations and carry out research to provide budgetary and statistical information using available systems
14. Administer grants, payments and transactions (e.g. employee claim forms, travel warrants)

Leadership and Teamwork: be an effective team member by

15. Supporting the recruitment, induction, supervision and learning of others as required
16. Providing cover for colleagues during periods of annual leave and absence from the office
17. Applying your knowledge and feedback from others to contribute to service improvement
18. Attending and participating in meetings as required to support the needs of the service including taking a lead role as 'champion' for a service process, system or development area
19. Undertaking such other duties as may reasonably be required of you commensurate with your grade and as required to support the business including maintaining business continuity and during civil emergencies.
20. Act as 'Champion' for County Council's information management systems and databases (e.g. Framework-I, One, Swift, SAP) i.e. provide training and support, develop in-depth knowledge not just relating to own team's function, assist with system development and implementations

General accountabilities

21. Comply with individual responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a health and safe working environment
22. Assist Senior Administrator and Managers in ensuring the health, safety and welfare of staff and visitors
23. Ensure that all duties and services are provided in accordance with the County Councils standards, policies and procedures

Role specific

24. Understand the core business of the office/directorate and contribute to its development
25. Develop the necessary skills and knowledge to be flexible in support of the development of the Directorate and the wider organisation
26. As appropriate:
 - a. Use specialist knowledge including knowledge of external agencies and partners to respond to client and colleague enquiries and requests for information using specialist knowledge of your service area
 - b. Make written records of emotive and complex meetings ensuring key points are accurately minuted to high standards of accuracy and presentation and approved papers are distributed to designated deadlines.
 - c. Undertake specialist searches of information management and other systems to provide detailed statistical information and create electronic (or manual if appropriate) client files

The nature of this post will require flexibility to meet urgent work needs as they arise. This may entail some work outside normal office hours. The job description therefore is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the Service and in keeping with the general profile of the post.

For all staff - You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
- Cooperate on all issues involving health and safety
- Use work items provided for you correctly, in accordance with training and instructions
- Do not interfere with or misuse anything provided for your health, safety or welfare
- Report any health and safety concerns to your line manager as soon as practicable

Oxfordshire County Council is re-organising office accommodation across the county, and the location of this post may change. The successful applicant for this position will be kept informed by his/her line manager of any proposed change in location.

Selection Criteria

Job Title: Administrative Officer (Specialist)

Grade: 7

Educational achievements, Qualifications, Training and Knowledge:
<i>Essential</i> * English Language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability
Experience:
<i>Essential</i> * Two years proven administrative experience preferably in a specialist service area. * Proven front line service (visitor/telephone) experience * Proven ability to work effectively to deadlines * Experience and regular use of Microsoft Office applications and the Internet including Word, Excel, Outlook and PowerPoint, to at least an Intermediate level * Experience of handling data and statistics * Experience of inputting and retrieving data from ICT based record systems * Information research, retrieval and collation using internet/web based systems
Job related aptitude and skills:
<i>Essential</i> * Ability to communicate complex issues effectively by telephone, in writing, by e-mail and in person * Ability to handle challenging and sometimes emotional situations and customers * Methodical and organised approach to tasks, with an eye for detail * Ability to work calmly under pressure prioritising competing demands effectively * Initiative, flexibility and ability to handle change * Ability to produce accurate summaries of meetings, events and conversations * Ability to attend work regularly and on time
Personal qualities:
<i>Essential</i> * Commitment to providing good customer service with a drive for continuous improvement * Commitment to continuous personal development * Ability to work alone, as well as working co-operatively as a team member * Able to deal with work of a confidential nature

Special Requirements:***Essential***

- * Satisfactory enhanced Criminal Records Bureau disclosure (where required).

Equal Opportunities:***Essential***

- * Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.

Educational achievements, Qualifications, Training and Knowledge:***Desirable***

- * NVQ2 or higher in Administration
- * ILM2 or equivalent

Experience:***Desirable***

- * Use of Microsoft Publisher and PowerPoint
- * Experience of processing financial claims/transactions
- * Supervisory experience
- * Experience of using consultative processes to improve procedures and services

Job related aptitude and skills:***Desirable***

- * Good problem solving skills and ability to use initiative
- * Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time

Personal qualities:***Desirable***

- * Interest in services provided by and for Oxfordshire County Council and willingness to learn about new initiatives
- * Specialist knowledge related to the area of appointment