

<b>JOB PROFILE – ADMINISTRATIVE ASSISTANT</b>	<b>Grade D</b>
<p><b>Job Purpose</b></p> <ul style="list-style-type: none"> <li>• To provide clerical and administrative support to the Democratic, Civic and Legal Services teams</li> <li>• Support the Personal Assistant (PA) to the Chief Operating Officer/Head of Paid Service in providing a high quality administrative and clerical support to Corporate Management Team, Leader of the Council and Members and to ensure the effective control of correspondence, complaints, personnel and other confidential issues and to fulfil that role when the PA is absent</li> <li>• The nature of the work undertaken will impact directly on elected Members, Chief Officers and other service officers, as well as residents, other authorities, local organisations etc</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum of 3 GCSEs to include Math and English (Grade C or above)</li> <li>• Experience in administration</li> <li>• Experience of problem solving</li> <li>• Experience of working effectively to deliver outcomes against tight timescales</li> <li>• Experience of working in a confidential environment</li> </ul>
<p><b>Functional Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To carry out work of clerical and administrative nature for the above teams including word processing, spreadsheets, filing, organising appointments / meetings, minute taking and other similar tasks</li> <li>• To provide support to key officers within the teams and deputise in their absence</li> <li>• To attend evening Committee meetings as and when required and to take minutes and provide support as necessary</li> <li>• Support the Personal Assistant (PA) to the Chief Executive in providing a high quality administrative and clerical support to Corporate Management Team, Leader of the Council and Members and to ensure the effective control of correspondence, complaints, personnel and other confidential issues and to fulfil that role when the PA is absent</li> <li>• To progress a range of tasks and activities, using the appropriate skills and knowledge to include maintenance of accurate records liaising with colleagues to ensure effective delivery of services internally and externally</li> <li>• To undertake all corporate requirements on health and safety, diversity and equality, safeguarding, data protection, risk management and financial regulations</li> </ul>	<p><b>Knowledge, Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• To possess operational and functionality understanding of the software systems used in the service areas (such as Office Suite and Modern.gov)</li> <li>• Ability to work as part of a team and on own initiative</li> <li>• Ability to deal with a range of customer demands</li> <li>• Possess personal qualities such as tactfulness, diplomacy and be self-assured under pressure</li> <li>• Ability to make decisions using a range of sources of information</li> <li>• Organised and methodical in terms of approach to work</li> <li>• A professional approach to service delivery ensuring that standards are met and adhered to.</li> <li>• Ability to apply a flexible approach to tasks</li> </ul>
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Any other reasonable duties commensurate with the grade and general nature of the post.</li> </ul>	<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• High degree of accuracy and attention to detail.</li> <li>• Highly developed interpersonal skills</li> <li>• High quality of customer care/service principals</li> </ul>