



JOB PROFILE

Post Title:	Administration Assistant
Portfolio:	Central Support Service
Responsible to:	Administration Team Leader
Responsible for:	No direct reports
Grade:	Band B

Job Purpose

To improve the lives of all within our community and help the island thrive by completing straightforward administrative processes that support the smooth running of Portfolios and deliver a high quality, customer focused service.

Main Duties and Responsibilities

1. Undertake a range of straightforward administrative processes in connection with the delivery of a high quality Administrative Support Service.
2. Answer emails and phone calls, provide information or connect individuals to the appropriate people. Greet and provide general support to visitors. Undertake Reception Duties as required.
3. Complete administrative processes, which may include: Filing, both paper based and electronic ensuring information is stored so as to be readily accessible; Photocopying and shredding; Organising appointments and meetings; Assisting with maintaining room and vehicle booking systems; Drafting routine correspondence, memos, letters etc.; Ensuring a sufficient supply of forms, charts and leaflets etc. as required in the Portfolios; Data entry.
4. Provide administrative support for meetings, conferences, training and other events as required, which may include: Preparation of relevant documentation including agendas and schedules; Room bookings and venue hire; Assisting with preparing rooms, including seating, IT equipment, catering etc.; Secretarial support.
5. Responsible for receiving, sorting and distributing incoming correspondence and mail and despatching outgoing mail as required.
6. Responsible for the collect of Point of Sale revenue, the safe custody of the cash taken and the banking of cash.
7. Collate and submit data for credit sales to the central Receivables team. Ensure credit sales are recorded on the approved forms and only to customers approved for credit sales by the central Receivables team.
8. Enter data onto the central commitments log for all of the Portfolios procurements.



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9. Support the central Finance team with the reconciliation of statements from supplier accounts in regards to allocating unallocated transactions. Complete administrative procedures for Local Purchase Orders (LPOs) while they remain in use.
10. Prepare fuel requisitions for Public Service vehicles and ensure receipts are submitted for necessary action.
11. Review all mileage books and prepare data for submission to the Transport Division for appropriate charging.
12. Ensure accurate leave recording across the Portfolio, including annual leave, TOIL, sickness absence and support the central HR team to reconcile balances of leavers or at year end. Ensure accurate recording of all leave electronically or manually.
13. Support the Administrative Team Leader to ensure up to date inventories are kept for allocated Portfolio(s). Maintain necessary ledgers and support stock takes.
14. Support the Administration Team Leader to capture and extract data from systems and spreadsheets to report on agreed (Key) Performance Indicators.
15. Undertake general office duties e.g. ensuring an adequate supply of office supplies is maintained; purchasing cleaning, stationary or admin items for the office (locally or from overseas) following relevant financial and procurement procedures.
16. Make recommendations for improvements in relation to administrative systems and processes.
17. Ensure service users receive timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.
18. Take responsibility for own development and helps others acquire skills and experience.

Special Conditions

Occasional out-of-hours working in order to support service delivery may be required. This role is flexible in nature and the postholder will be required to work across Portfolios.

This is a new role and it will develop as the service develops; that will require the ability to be flexible and adaptable and able to work in uncertain or ambiguous conditions as the role develops.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



JOB PROFILE

Core Competency Framework

Competency	Level
Professional Development: N/A	i
Planning & Delivery of Work: Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	ii
Analysis and use of Information: Is able to identify when information received is relevant to and should be used in completing an activity. Follows guidelines for identifying problems. Gathers and summarises data when required.	ii
Decision Making: Gathers information from appropriate sources to make routine decisions. Solves problems that have implications for others in own team.	ii
Working with Others: Offers support to colleagues without being asked. Asks for support from colleagues when necessary. Builds good relationships with a range of people. Engages effectively with others in order to understand their requirements and develop appropriate solutions/improvements. Raises difficult issues with others in order to resolve them.	ii
Communication: Can write clearly without spelling or grammatical errors. Uses jargon free language. Is able to record factual information accurately.	ii
Influencing and Persuading: Is receptive to constructive feedback. Expresses a difference of opinion in an appropriately controlled and constructive manner. Supports team members working on the same or related work activities. Seeks clarification to ensure requests are understood.	ii
Dealing with Change: Sees change as an opportunity. Supports colleagues in understanding change. Participates readily in change initiatives. Assists others to accommodate change. Focuses on benefits to self and/or others.	ii
Continuous Improvement: Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others.	ii



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Manages own development and performance. Learns lessons from both successes and failures.	
Managing Resources: Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 2 or above qualification in a relevant subject – such as English, ICT, Business Administration etc. or equivalent level of demonstrable attainment or experience	E	√	
Recognised qualification in ICT e.g. ECDL	D	√	
Knowledge & Experience:			
Experience of working in an administrative function	D	√	
Experience of using data systems	D	√	
Experience of making recommendations for improvements in relation to systems and administrative processes	E	√	√
An understanding of how to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of working independently and as part of a team	E	√	√
Experience of using information to develop solutions and solve problems	E	√	√
Experience of minute taking	D	√	
Skills and Abilities:			
Proven and effective administrative skills. Understands the need for confidentiality	E	√	√
Good written and verbal communication skills	E	√	√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√
Able to help others acquire skills and experience	E		√
Other:			
Willingness to work flexibly – some evening or weekend work may be required	E		√
Committed to safeguarding and promoting the welfare	E		√



PERSON SPECIFICATION

of children, young people and vulnerable adults			
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.