CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Children’s Services** | **SERVICE GROUP: Education, Employment & Skills** |
| **POST TITLE: Admin Assistant**  | **REPORTS TO: Area manager - Education Social Work Service** |
| **GRADE: Employee Band 5** | **SAP POSITION NUMBER :**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

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| **Key Purpose of Post:**  |
| * The post holder will assist in the provision of a flexible, proficient and efficient clerical administrative service dealing with generic and service specific duties across theEducation Social Work Service.
* Demonstrate a commitment to carry out duties in the best interest of the EducationSocial Work Service, its service users, staff and other partners, adopting the higheststandards of customer care, professionalism and integrity and acting as an advocatefor Bradford Council.
* To act in accordance to the nature and level of the post at initial place of work or atany other venue.
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| **Main Responsibilities of Post:**  |
| To provide a wide range of administrative functions to officers/managers to include:* To maintain filing systems, information systems and to retrieve and disseminate information as appropriate to the needs of the service.
* General clerical assistance.
* Reception and telephonist responsibility, taking and distributing messages and answering routine enquiries, logging and scanning of post/documentation.
* Maintaining financial information systems and making payments in line with internal and external audit standards.
* Word processing, copy typing services, production of penalty notices, summons to court.
* Processing of orders and invoices ensuring they are completed, and commitments recorded in the correct manner.
* Responding to routine letters and emails.
* Arrange team meetings and meetings on behalf of staff, including co-ordination of diaries and arrangements for meeting rooms.
* Assist with the arrangements of events / conferences.
* Make travel arrangements.
* Prepare information to help place orders for materials, stationery and other items and check delivery notes and invoices, as required.
* Assist in the distribution of information and publications within and outside the Council, including the updating of mailing lists.
* Handle cash, take payment for penalty notices over the phone and accurately record receipts and payments following all Council financial audit procedures.
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| **Structure:** |
| **Special Knowledge Requirement. Will be used for shortlisting.**  |
| * RSA 2 Word Processing
* GCSE Maths and English Grade C or above (or equivalent)
* Competent in the use of Mircrosoft packages especially Word, Excel, Intranet, Internet, Outlook.
* At least 2 years experience of working in an office environment
 | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet either the Lower thresholdlevel – where the person is able to demonstrate that they can during the interview: a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to.          b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.  | x |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work. | x |
| Uses a range of basic IT packages relating to area of work. | x |
| Ability to adopt a process of continual improvement and suggest ways ofworking more efficient and effectively to improve service delivery. | x |
| Knows and understands how to use, interpret, handle and communicate straightforward information. | x |
| Awareness and use of data protection and data and information security protocols  | x |
| Required to understand and apply relevant technical and basic legal knowledge, rules, processes and systems for the administrative assistant role in the Education Social Work Service.  | x |
| **Relevant experience requirement: Will be used for shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Advanced threshold level outlined under Special Knowledge above.  |
| Minimum of 2 years general office experience including reception duties, dealing with the public and staff enquires , typing / word processing and other relevant IT experience.  |
| Experience of using computerised databases and spread sheets and office systems such as those for room bookings, telephony.  |
| Experience of dealing sensitively, courteously and professionally with members of the public and service users.  |
| **Relevant professional qualifications requirement: Will be used for shortlisting*** RSA 2 Word Processing
* GCSE Maths and English Grade C or above (or equivalent)
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| **Core Employee competencies to be used at the interview stage.**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.  |
| **Communicates Effectively**  |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** |
| **Carries Out Effective Decision Making**  |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity**  |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect**  |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Working Conditions:**   |
|  Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
| **Special Conditions:**  |
| You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. |
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| **Compiled by:** **Date:**  | **Grade Assessment Date:** | **Post Grade:** |