

# Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

## Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

### Job Details

Job Title:	Administrative Officer (Specialist)	
Salary Grade:	£22,021 - £23,836 pro-rata, per annum	Grade: 7
Hours:	18.5 hours per week	
Team:		
Service Area:	CEF Administration	
Primary Location:	Bicester C&FC, Bicester	
Budget responsibility:	As allocated	
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)	

### Job Purpose

This is a brief overview of the key objectives of the job including the context within the team/department.

Enable the directorate to deliver integrated, customer focused services which improve outcomes for children, young people and families 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.



## Job Responsibilities

This is a list of the main duties or tasks that the post holder will be expected to undertake.

### 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 and receiving 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.

### **Facilities (if applicable)**

27. Liaise with contractors regarding access to the building so that repairs or work can be undertaken
28. Monitor work undertaken by contractors linking directly with Facilities Management if required
29. Maintaining and updating the SALTO system for staff accessing the building
30. Undertake a number of monthly Health and Safety checks, for example fridge temperature, first aid boxes, alarm testing, emergency lighting, recording checks in the Safety Folder.



31. Attend Health and Safety meetings as required.
32. Complete a checking procedure of the building at the end of the day to ensure alarm can be set appropriately.
33. Dealing with alarm call out episodes and associated charges
34. Organise with staff any PAT testing of equipment that is required at the appropriate times.
35. Renewal of TV and Performance Licences as required
36. Supervise the room booking process for external users ensuring compliance with H&S and public liability if relevant and risk assessments are obtained if needed.

**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

## Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our [corporate values](#).

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

### Essential Criteria

Assessed By:

<p><b>Educational achievements, Qualifications, Training and Knowledge:</b> English Language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability</p>	
<p><b>Experience:</b> 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</p>	



<p>Experience and regular use of Microsoft Office applications and the Internet including Word, Excel, Outlook and PowerPoint, to at least an Intermediate level</p> <p>Experience of handling data and statistics</p> <p>Experience of inputting and retrieving data from ICT based record systems</p> <p>Information research, retrieval and collation using internet/web based systems</p>	
<p><b>Job related aptitude and skills:</b></p> <p>Ability to communicate complex issues effectively by telephone, in writing, by e-mail and in person</p> <p>Ability to handle challenging and sometimes emotional situations and customers</p> <p>Methodical and organised approach to tasks, with an eye for detail</p> <p>Ability to work calmly under pressure prioritising competing demands effectively</p> <p>Initiative, flexibility and ability to handle change</p> <p>Ability to produce accurate summaries of meetings, events and conversations</p> <p>Ability to attend work regularly and on time</p>	
<p><b>Personal qualities:</b></p> <p>Commitment to providing good customer service with a drive for continuous improvement</p> <p>Commitment to continuous personal development</p> <p>Ability to work alone, as well as working co-operatively as a team member</p> <p>Able to deal with work of a confidential nature</p>	
<p><b>Special Requirements:</b></p> <p>Satisfactory standard/enhanced DBS (where required).</p>	
<p><b>Equal Opportunities:</b></p> <p>Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.</p>	

**Desirable Criteria**

Assessed By:

<p><b>Educational achievements, Qualifications, Training and Knowledge:</b></p> <p>NVQ2 or higher in Administration</p> <p>ILM2 or equivalent</p>	
<p><b>Experience:</b></p> <p>Use of Microsoft Publisher and PowerPoint</p>	



Experience of processing financial claims/transactions Supervisory experience Experience of using consultative processes to improve procedures and services	
<b>Job related aptitude and skills:</b> 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	
<b>Personal qualities:</b> 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	

## Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role include:

<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input checked="" type="checkbox"/> Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/> Standard Disclosure and Barring Service check	<input type="checkbox"/> Basic Disclosure
<input type="checkbox"/> Disqualification for Caring for Children (Education)	<input checked="" type="checkbox"/> Overseas Criminal Record Checks
<input type="checkbox"/> Prohibition from Teaching	<input type="checkbox"/> Professional Registration
<input type="checkbox"/> Non police personnel vetting	<input type="checkbox"/> Disqualification from Caring
<input type="checkbox"/> Other (please specify):	

## Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.



## Health & Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

## Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.

