

## Job description

### Details of the job

Post title:	Administrator 2 (1367)
Salary grade:	G
Hours:	37
Location:	One Angel Square
Reports to:	Democratic Services Assistant Manager
Service area:	Democratic and Electoral Services

### Overall purpose of the post

To provide high quality administrative support to Democratic Services, including creating and maintaining accurate information on the Council's systems, organising statutory meetings and ensuring statutory timescales are met, using own initiative and maintaining confidentiality of sensitive information, and contributing to the development of excellence in service standards and minimising costs.

### Principal responsibilities

1. Use knowledge of systems and processes to respond to enquiries from members of the public, councillors, school appeal panel members, clerks and admission authorities, via telephone, e-mail/letter, in accordance with service standards, using appropriate tact and diplomacy and escalating enquiries to the relevant manager where necessary.
2. Make arrangements for meetings, including ensuring the availability of delegates and booking rooms or virtual meetings, refreshments and other resources.
3. Notify delegates of meeting arrangements in good time and circulate papers to all parties within statutory timescales, scanning, printing and/or editing documents as necessary, using available software and equipment.
4. Log incoming schools admission or exclusion appeals using available software and knowledge of processes and procedures to make arrangements for appeals to be heard in accordance with statutory requirements.
5. Use computer systems to compile schedules for appeals and circulate to admission authorities in a timely manner, giving deadline dates for the receipt of school cases and other documents.

6. Use available IT systems to ensure that information held and extracted is accurate and that accurate payments are made and invoices are raised as soon as possible.
7. Use knowledge of working practices and procedures to maintain records in the appropriate manner and for the appropriate period of time, ensuring confidentiality is maintained.
8. Contribute at a team level to project work being undertaken within the department or across the Council.
9. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
11. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## PERSON SPECIFICATION

Post Title:	Administrator 2 (1367)
Grade	G
Service Area:	Democratic Services

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Education and Qualifications</b>	Educated to NVQ Level 2/GCSE equivalent with GCSE English (or equivalent).	Educated to NVQ Level 3/A-Level equivalent including English or Maths (or equivalent).
<b>Experience and Knowledge</b>	<p>Good working knowledge of a range of IT applications, including Microsoft Office, Outlook and other more specialist or complex IT systems.</p> <p>Experience of providing administrative assistance including use of a range of office equipment, arranging meetings, dealing with mail and collating and copying papers for circulation.</p> <p>Experience of planning and managing tasks to ensure tight deadlines are met.</p> <p>Appropriate understanding of data protection, security and handling of confidential information.</p> <p>Health and safety awareness.</p>	<p>Able to guide others in the use of similar applications.</p> <p>Experience of working with confidential information or in a local government environment.</p>
ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>Ability and Skills</b>	<p>Ability to demonstrate excellent communication skills, both verbal and written, including composing and preparing a wide range of well presented documents without supervision.</p> <p>Ability to handle a range of detailed queries from members of the public and colleagues.</p>	

	<p>Ability to maintaining a high level of attention to detail and accuracy while working under pressure.</p> <p>Ability to plan and manage own workload, including prioritising work to ensure service requirements are met.</p> <p>Ability to set up and operate a range of electronic filing systems to ensure an effective and efficient service can be maintained.</p>	
<b>Equal Opportunities</b>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	