| Job Title: | Administrative Officer |
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| Service Area: | Customer Service & Transformation |
| **Band & SCP:** | **Band 3** |
| Reports to: | Policy Performance & Transformation Manager |
| Responsible for: | N/A |
| Team: | Policy, Performance & Transformation |
| **Location:** | **Brocks Hill** |

**Agile Working**

This post is a hybrid role which will involve a blend of office and flexible working.

**Main Job Purpose**

To undertake all aspects of administrative work to support the delivery of projects Funded by UK Government as well as supporting services across the whole council. Providing general administrative support including taking and dealing with telephone calls and other correspondence, sorting post, scanning documents, taking notes at meetings and raising purchase orders.

**Key Responsibilities**

* Assist with the maintenance of manual and computerised systems and records including, keeping records and statistics, organising meetings, taking minutes and following up on actions.
* To work with external organisations in terms of them providing performance reports to the council on projects Funded by the UK Government. This will include sending out quarterly templates for completion and chasing these.
* To communicate with colleagues across a range of service areas to ensure that work is completed to the required standard and within timescales set.
* Deal with telephone or written general enquiries about any aspect of the Service made by members of the public or by professionals and obtain appropriate advice from colleagues where appropriate.
* Provide support and input into monitoring reports and claims submitted to Government.
* Provide support in raising and processing Purchase Orders and have a broad understanding of budgeting.
* Supporting services with the productions of letters, bills and other correspondence including sending out post.
* To support the Customer Services Team in taking calls and enquires from members of the public ensuring these are dealt with as efficiently as possible.
* Provide administrative support to the Policy, Performance & Transformation Manager in respect of complaints, member enquiries and Freedom of Information Requests.
* Provide general administrative support across the organisation.

**Additional Requirements**

* Carry out additional duties commensurate with the grade for the post as and when required.
* Embrace and promote our Values & Behaviours
* Promote equality, diversity and inclusion in line with our policies and procedures.
* Comply the Data Protection Act 2018, the Computer Misuse Act 1990, the Human Rights Act and the Freedom of Information Act 2000, or any statutory re-enactment thereof at all times.
* To take all necessary steps to ensure that information acquired through their employment or contained within the Council is kept confidential.
* Take responsibility for personal development.
* Work outside of normal working hours on an ad-hoc basis to attend meetings or complete essential tasks.
* Ensure that all Policies and procedures are followed.
* Demonstrate commitment to and support for safeguarding and promoting the welfare of children, young people and vulnerable adults.

Note: This is a description of the job at the point it was developed and it may be necessary to vary duties and responsibilities from time to time. We will periodically review job descriptions to ensure that they relate to how the job is carried out and to incorporate any changes that are required. We will aim to reach an agreement to any reasonable changes with the postholder but if agreement is not possible we reserve the right to insist on changes to the job holder after consultation with the postholder.