

## MEDWAY COUNCIL - JOB PROFILE

<b>JOB TITLE</b>	Admin Support Officer
<b>DIRECTORATE</b>	Children and Adults
<b>SERVICE</b>	Youth Justice Service
<b>RESPONSIBLE TO</b>	Senior Admin and Business Manager
<b>GRADE</b>	MPR3
<b>JOB FAMILY</b>	ORG0001

### MAIN PURPOSE OF JOB

To undertake and provide a range of specialist and general administrative and data support effectively. This includes administrative tasks related to Youth Justice disposals, data entries including Key Performance Indicators, assistance in dealing with data requests, and finances.

Reception duties acting as first point of contact, face to face, email and telephone.

### ACCOUNTABILITIES

To administer processes and procedures using available equipment and ICT packages.

To maintain accurate electronic and paper-based records to meet organisational standards and requirements. This includes the accurate recording of Youth Justice disposals on the Youth Justice Service's databases.

Deal confidentially in line with GDPR guidelines and Medway Council Policies, efficiently and courteously with queries, coordinate, arrange, support and minute meetings convened by the Youth Justice Service, respond to general and statutory requests for information, assist in ensuring that service performance levels are met.

Ensuring the locally agreed spreadsheets for recording information and enabling the effective case management of the team's work are kept accurate and up to date.

Support the work of colleagues during absences and unusually high volumes of work to maintain the efficient and statutory provisions of service.

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## ACCOUNTABILITIES TO CHILDREN AND YOUNG PEOPLE

### PERSON SPECIFICATION

QUALIFICATIONS	Essential or Desirable	Assessment Method
Educated to GCSE in English and Maths or equivalent (Minimum grade C / 4)	Essential	Application
NVQ level 2 in business administration or equivalent	Essential	Application
EXPERIENCE		
Demonstrable experience of complex minute taking.	Essential	Application
Demonstrable experience of providing a comprehensive administrative support service working within a team and on own initiative.	Essential	Application
Demonstrable experience of MS Office and excellent ICT skills with the ability to demonstrate the application of these within a work context.	Essential	Application
Demonstrable ability to carry out a range of tasks and understand the procedures associated with them.	Essential	Application
KNOWLEDGE		
Ability to carry out a range of tasks and understand the procedures associated with them. Uses equipment provided and has the written and numerical skills needed to compile straightforward reports, correspondence and calculations.	Essential	Interview
SKILLS		

Ability to coordinate, arrange and minute meetings.	Essential	Interview
Ability to work with high level precision and accuracy.	Essential	Interview
Excellent ICT skills with the ability to demonstrate the application of these within a work context	Essential	Interview
«MS2»	Essential	Interview
«CS3»	Essential	Interview
«I13»	Essential	Interview
Demonstrates the ability to deal with some work-related pressure, for example from deadlines, interruptions or conflicting demands	Essential	Interview
Demonstrates dexterity, co-ordination or sensory skills where there is either some demand for precision and speed or considerable demand for precision in the use of these skills (e.g. data processing or speed typing)	Essential	Interview
Demonstrable ability to be polite and courteous when dealing with members of the public and professionals	Essential	Interview
Demonstrable experience of being accountable for small expenditures of up to £10000 from an agreed budget or income, with supervision  The job involves some direct responsibility for financial resources. The work regularly involves either:  (a) handling of cash, or processing of cheques, invoices or equivalent or:  (b) accounting for considerable sums of money, where care and accuracy are important: or:  (c) being accountable for small expenditures from an agreed budget or equivalent income.«RP2»	Essential	Interview
The job involves some direct responsibility for physical resources. The work regularly involves either:  (a) handling and processing of manual or computerised	Essential	Interview

<p>information, where care, accuracy, confidentiality and security are important or:</p> <p>(b) careful use of expensive equipment or</p> <p>(c) cleaning of buildings, external locations or equivalent or:</p> <p>(d) some responsibility for security of buildings, external locations or equivalent or:</p> <p>(e) day-to-day maintenance of equipment or premises: or:</p> <p>(f) care of the personal possessions of others: or:</p> <p>(g) ordering, or stock control of, a limited range of supplies</p> <p>(h) provides general information, advice and guidance on established internal procedures in relation to any form of physical resource.</p>		
<b>OTHER REQUIREMENTS</b>		
Standard DBS check (Children)	Essential	
Commitment to equality and diversity, accepting differences and treating everyone fairly.	Essential	Interview
The post holder needs to be able to self motivated, works well under pressure in an office environment with a positive and conscientious attitude.	Essential	Interview

## ORGANISATION

### (i) ORGANISATION CHART

### (ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will be managed by the Senior Administration and Business Manager

### (iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be expected to work on their own initiative within defined procedures as well as within the team on a day to day basis, «I13».

### (iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder is not required to supervise other employees normally, however can allocate straightforward tasks to others when needed.

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(v) **JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS**

The post holder will be expected to liaise with staff at all levels of the organisation as well as external customers.

**Emotional Demands:**

The post holder will undertake work which has from time-to-time contact with, or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place emotional demands on the jobholder. (Personal behaviour at this level may include a person who is upset because of their personal circumstances or unwell).

**FINANCIAL ACCOUNTABILITIES**

The post holder will be responsible for undertaking basic financial tasks under supervision.

The job also involves some direct responsibility for financial resources. The work regularly involves either:

- (a) handling of cash, or processing of cheques, invoices travel warrants or equivalent or:
- (b) accounting for considerable sums of money, where care and accuracy are important: or:
- (c) being accountable for small expenditures from an agreed budget or equivalent income.

**WORKING ENVIRONMENT**

The post holder will be office based but may be expected to travel to other Council sites as and when required. The post holder will be expected to keep his or her own workstation and space clean and tidy.

**Working Conditions:**

The post holder will be required to deal with occasional exposure to disagreeable, unpleasant or hazardous environmental working conditions or people related behaviour.