Admin Support Assistant

JOB PROFILE
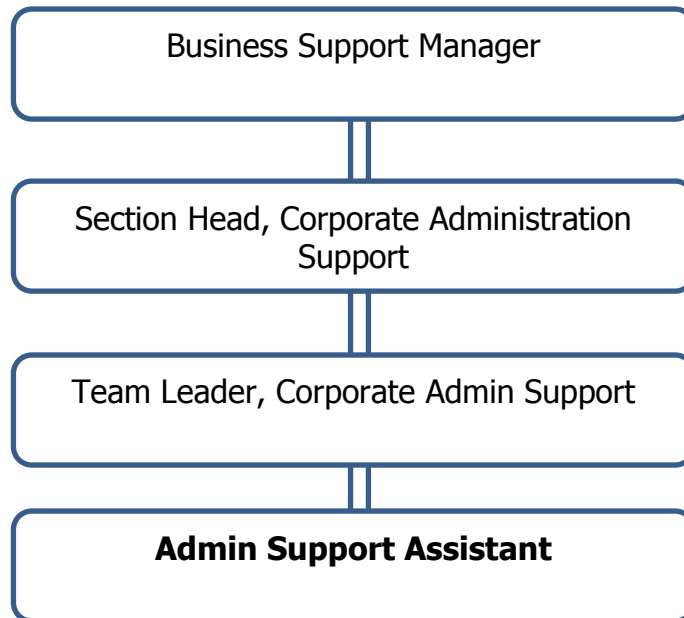
Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Specification**

SECTION 1 - POST DESCRIPTOR

1. JOB DETAILS

Job Title: Admin Support Assistant

Service Area: Resources	**Section:** Business Support
Reports to: Team Leader, Corporate Admin Support	**Grade:** 3
Position Numbers: CS8129	**Gauge Reference:** A7261

2. JOB PURPOSE

To provide high quality admin support to a range of Council functions such as Finance, Compliance, HR and Payroll. Contribute towards the development and delivery of a comprehensive, customer focussed and effective range of Council-wide business support.

3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Budget: The post holder has no direct budget responsibility. The post holder will process invoices for payment on a regular basis and support the payment (collecting & making) process including management of Petty Cash

Staffing Direct: The post holder has no direct staffing responsibility.

Staffing Indirect: The post holder has no indirect staffing responsibility although may be required to assist in training & cross skilling other members of the team.

4. ORGANISATIONAL CHART

```
┌─────────────────────────────────────┐
│      Business Support Manager         │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│  Section Head, Corporate Administration │
│              Support                   │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│  Team Leader, Corporate Admin Support │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│      **Admin Support Assistant**       │
└─────────────────────────────────────┘
```

5. ROLE OF SECTION

The Business Support team comes under the Resources Service The Resources Service is responsible for a wide range of financial and administrative services, including Financial Management and control, Central Administrative support services, Revenues and Benefits, and Internal Audit and Fraud.

Within the Service, there are around 350 employees delivering the service objectives and ensuring high quality best value service to both internal and external clients and users.

The Corporate Administration Support (CAS) section has responsibility for the management of administration support activity across the Council. It also drives the improvement and transformation agenda in relation to internal process change to deliver a modern and efficient support service. The section provides a total administration support service for the Council using a strategic service delivery model to its client services.
This section is responsible for:

- Managing the day to day delivery of all administration support services across the Council
- Providing ongoing and one off administration support to all sections of the Council on a planned and ad hoc basis
- Developing a process and improvement strategy in relation to the provision of administration service to support effective service operations

Although the post will form part of the Resource Service, the post will support and ultimately be responsible for providing business support across various service areas across the Council.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- To use various ICT systems & databases, including, but not restricted to, CareFirst, Comino, Agresso, WeBuy, HR21, SEEMIS, IPF, CIPFA, Property Portfolio and some bespoke systems to deliver support to and on behalf of our client services. This includes input into the development with an aim of improving the same

- To liaise with other council departments, internal and external agencies via various means of communication (email / telephone / face to face etc)

- Interact with customers, internal & external, in a manner that exceeds expectation and delivers real customer service to achieve and protect West Dunbartonshire Council brand reputation.

- To provide clerical / financial / HR Payroll and compliance based support to various teams in line with the service level agreements and timescales where appropriate. This covers but need not be limited to the following:

  - Administration of organisational absence in line with new attendance policy
  - Support client services with administration of trigger management leading to Attendance Trigger Meetings and Disciplinary Hearings and minute taking at hearings where necessary
  - Administration of internal holiday allocation
  - Administration of flexi system including applying adjustments
  - Support managers throughout recruitment process. Although most of the recruitment process is self-service via MyJobScotland, managers may require support for high volume recruitment campaigns. Support may also be provided on the interview day e.g. meet and greet candidates, documentation, etc.
  - Logging, inputting & updating of various payroll requirements
  - Administer contracts e.g. commercial waste, including processing contract documents, updating software systems and invoicing customers
  - Administer internal and external mail including Mail management accounts
  - Support with handling service specific and/or general queries from both internal & external sources
  - Operate and maintain customer related information systems to maintain accurate records and access information to enable work to be processed. This includes dealing with any complaints as required
  - Process repairs, projects, contracts, timesheets, recharges, purchase orders, insurance claims, grant applications, accounts and invoices.
  - Support client services by undertaking and collating customer surveys
  - Support with invoice process i.e. batching and obtaining approvals from authorised signatories
  - Support FOI process by timeously distributing to agreed managers for response and issuing to requestor and updating Comino.
  - Support booking of pitches, buildings and letting process
  - Arranging janitorial cover to cover sickness / holidays etc. where necessary
  - Support the payment (collecting & making) process including management of petty Cash
  - Support management of telephone & utility bills
  - Co-ordination of various forums across council services

- Monitoring & ownership of shared mailboxes
- Provide budget holders admin support in managing budgets
- Support with Ordering and Stock
- Provide support for - Vocational Programme, placing requests, Education Maintenance Allowance, School Excursions, ordering and distribution of Bus Tokens, Management of charges/vouchers in line with Early Years Support, transport process & policies across Education network, compliance with relevant legislation in provision of all related Additional Support Need (ASN) requirements, administrative & technical support within Child Psychological Services
- To assist in the preparation of meetings, compilation and circulation of agenda, preparation of papers, taking minutes of informal and formal meetings, booking rooms and ordering hospitality etc.

- The postholder may be required to staff reception areas

- For Out of Hours posts, respond to emergency situation arising and action repairs / projects from initial reporting to completion, including managing stock, completing appropriate paperwork, key holding and alarm and building security responsibilities

7. PROBLEM SOLVING

Predominately the post holder can react and resolve those issues that arise in line with policy and procedure.

In terms of monitoring and quality checks they will escalate this to their supervisor in order to resolve any issues.

Where an issue arises that does not have any precedent or covered by policy and procedure this should be escalated to the supervisor.

8. PLANNING

The post holder is responsible for management of their own workload, working to deadlines which may at times be conflicting. Objectives will be set by the Team Leader Corporate Administration Support.

Due to the diverse nature of the services we support , there will also be an involvement in planning work by the client service

9. ASSIGNMENT AND REVIEW OF WORK

The post holder reports to the Team Leader Corporate Administration Support who will manage the day to day assignment of work.

The post holder will have regular contact with the Team Leader to ensure on going communication on current issues.

Annual objectives will be agreed with the Team Leader as part of a personal development

planning process. Matters in relation to training, development and overall management will be reported to the Team Leader.

Work is largely driven by the need to support client services through the provision of a responsive admin and business support tasks, with access to relevant up to date information.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

The post holder will have frequent contact with line managers and staff within the Council, while providing admin support. There is also contact with professional colleagues across Legal, HR and Finance. Therefore this can be a range of stakeholders across the organisation

External communications:

The post holder may at times be required to contact external organisations in receiving and providing information, advice and guidance as necessary. Contacts may include COSLA, Housing Regulator, Scottish Government, etc.

11. DECISION MAKING

Within the framework of agreed objectives, the post holder is expected to make basic decisions to progress the queries and work as appropriate. Only where issues are complex will the postholder escalate this higher for resolution.

12. MOST CHALLENGING PART OF THE JOB

There is an expectation that the post holder provides assistance on a wide and broad range of issues in relation to section. Much of the post holder's workload is driven by continually improving service delivery to meet customer demand and service requirements.

Post holder ensuring work is done accurately and within time restraints when there is a high level of activity in the section.

13. GENERAL

Disclosure: Basic disclosure required.

Politically Restricted Post: Not applicable for this post.

General:
The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

The post holder is likely to be based at one of multiple locations where the CAS team will have a presence. The location will be determined per operational requirements. There may be a requirement for the postholder to work flexibly across multiple sites as required by the service

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport
Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
    Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport
    Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

- No mandatory training

Post Descriptor Prepared by: Arun Menon   **Date: October 2016**

SECTION 2 - PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Administration related qualification such as SVQ in Business Administration or equivalent relevant experience in a business or admin setting.	ECDL
Training	
Be willing to undertake any training relevant to post	
Experience	
Good Computer Skills, Proficient in the use of Microsoft Office applications	Dealing with the public
Experience of working within a busy office environment.	Experience of using in house systems: Northgate, Comino, WeBuy, Agresso, Carefirst.
	Experience of handling FOI's
Knowledge and Skill	
First class interpersonal and communication skills (both written and verbal).	Knowledge of Department within Corporate Services
Effective organisation and time management skills	
Good Numeracy skills	
High level of self-motivation. Proactive, flexible, responsive and keen to embrace change.	
IT literate with the ability to ensure accurate data reporting, (including statistical enquiries) obtain and collate information as required.	
Experience of using Microsoft Word, Access, Excel and Powerpoint	
Ability to balance conflicting priorities and meet deadlines.	
Disposition	
Work with integrity	
Ability to maintain effective working relationships	
Ability to maintain confidentiality	
Excellent telephone techniques	
Calm and pleasant manner	