

 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			Various – team specific
Job Title	Administrator		
Service	Resources	Team	Administration
Location	Flexible		
Reports to	Team Leader/Assistant Team Leader		
Grade:	Type of position:		Hours per Week:
4	Permanent Full Time/Part Time variable subject to contract		Variable subject to contract

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

Service Purpose

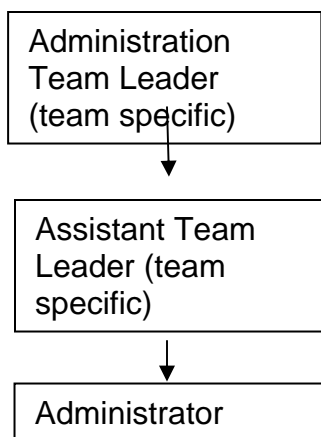
To provide high quality support services within the Borough of Wokingham.

At all times, to promote and safeguard the welfare of all citizens who live, visit or access services in, or who are looked after by, Wokingham Borough Council.

General Description of the job

To provide administration support across a range of services within the Council and in particular to provide support to the team within which they work.

Organisation Chart



Main Accountabilities of the post

1.	To provide administration support to the Council as required.
2.	To receive enquiries. Establish the nature of the query, generally respond directly or pass on accurate information and liaise with the appropriate service unit or external agency, working to agreed quality standards.
3.	To raise requests for goods and services, keeping a record of all expenditure and passing invoices for payment.
4.	Maintain accurate up-to-date records in accordance with the Data Protection Act, ensuring data is stored accurately to enable efficient retrieval.
5.	To prepare and draft correspondence, and other documents.
6.	To arrange meetings and book appointments. To act as a focal point for the team and keep updated of all team movements.
7.	To establish and maintain administrative procedures.
8.	To undertake routine office tasks e.g. fax, sorting post, photocopying, scanning and indexing, collating of documents.
9.	Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work.
10.	Assist with the delivery of staff training, offering advice and guidance as required. Acting as a “buddy” to new members of staff.
11.	Uphold the Customer Care Charter at all times and work professionally in accordance with the Council’s policies, procedures, standing orders and financial regulations
12.	Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility

Additional Corporate Responsibilities

1	High Support, High Challenge: To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council’s ongoing success
2	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
3	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.

4	Special Factors:	
<u>Scope</u>		
Resources	Facilities, equipment or systems within overall span of control	None
DBS Check required	No	

Values Profile

One Team

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues and partners

Value & Pride

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focussed on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

Trust & Respect

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

Customer Service Excellence

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

Leadership & Management

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organisation

- Promotes & builds the Council's reputation as a first class employer & service provider
- Proactively seeks feedback on own performance and how impacts on others

Finance & Value for Money

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

Political Engagement

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes self available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

Personal & Professional Development

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

Person Specification

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.

Qualifications	Essential	Desirable
5 GCSE level (A*-C) to include English, or equivalent (or appropriate experience)	X	
Technical Skills	Essential	Desirable
Proficient in MS Office i.e. able to use the majority of the systems functions without assistance. Utilises information and communications technology to access and communicate information	X	
Ability to produce letters, emails, presentations and documents	X	
Numeracy – works accurately with figures, e.g. calculate %, cross checking data	X	
Attention to detail and accuracy	X	
Displays accurate keyboard skills, rapid data input	X	
Communicates effectively with people at different levels using all access channels	X	
Good organisational skills	X	
Work effectively under pressure in a busy, diverse and demanding work environment	X	
Well developed listening skills and the ability to assimilate information	X	
Proven ability in capturing, storing and accurately retrieving information to meet service needs	X	
Knowledge	Essential	Desirable
Familiarity with local government services		x

Experience	Essential	Desirable
Previous experience of providing information and advice to the public and / or customers	X	
Previous experience in office administration		x