

Hertfordshire County Council

Job Outline



JOB TITLE: Admin Support Officer
GRADE: H4
REPORTS TO: Service Support Manager

Purpose of the Job

The post provides business and administrative support to individuals, teams or departments as appropriate.

Main Areas of Responsibility

Duties may involve a combination of the following tasks:

- Contact external organizations, services and other local authorities to request availability and gather confidential information relative to Head of Service for meetings.
- Utilise software packages such as Microsoft Office, to include Word, Outlook and Excel, preparing letters and documentation according to local procedures and statutory/ legal requirements
- Update and manage computer databases and spreadsheets, provide reports and assist in compiling information
- Provide professional support to Senior Officers and Managers dealing with confidential and sensitive matters, answer telephone calls and provide information as a point of contact for Head of Service
- Undertake a range of administrative duties such as minute taking, scanning and photocopying and deal with all general matters to include invoices and correspondence
- Manage Head of Service commitments avoiding scheduling conflicts and arrange meetings, 121 supervisions and case discussions, including booking rooms, creating agendas and minute taking
- Supporting with providing cover during sickness or annual leave absence of other Support Officers within Business Delivery Team

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Although there are no specific qualifications required for these roles previous experience in service delivery or a business-related qualification would be beneficial.
- You will be a competent administrator with experience of using Microsoft Office who is confident to be the first point of contact for Managers and possess excellent customer care skills.
- You will be self-motivated, professional and approachable providing excellent team support and best practice at all times.
- You must be willing to undertake a variety of administrative tasks, operating within departmental policies and procedures.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).