

JOB TITLE:	Admin Support Officer
GRADE:	H4
HOURS:	37 per week
CONTRACT:	Permanent
REPORTS TO:	Senior Support Officer
DEPARTMENT:	Specialist Adolescent Service Hertfordshire
LOCATION:	Watford Three Rivers & Hertsmere

PURPOSE OF THE JOB

To provide full and wide-ranging professional administration support to the service team working to efficient and effective performance standards.

DUTIES AND RESPONSIBILITIES

1. Competent utilisation of software packages such as Microsoft Office, and preparation of letters and documentation according to local procedures and statutory/ legal requirements
2. Update and manage computer databases and spreadsheets, provide reports, and assist in compiling information such as statutory returns, manage and track expenditure
3. Provide professional support to Senior Officers and Managers dealing with confidential and sensitive matters, answer telephone calls and provide information as a first point of contact
4. Undertake a full range of administrative duties such as note and minute taking, filing, scanning, and photocopying and deal with all general matters including cash handling, correspondence, invoices, and timesheets according to local procedures
5. Manage team commitments avoiding scheduling conflicts and arrange meetings and training courses, venues, agendas
6. Manage workload of Assistant Support Officer, guide and coach new team members and provide cover in absence
7. Undertake research, developing briefing notes and reports
8. Responsibility for ordering / purchasing stationery/ equipment

9. Responsible for Health and Safety of team/work area

QUALIFICATIONS AND/OR EXPERIENCE

- In depth awareness of software packages such as Microsoft Office and good knowledge of local systems
- Ability to manage and update databases, manipulate data, reconcile issues, and produce information and reports
- Well developed awareness of service team objectives, procedures, and issues
- Ability to coach and guide other workers and provide advice to management
- Ability to communicate sensitively and well with others, including in meetings and by telephone
- Ability to work accurately and independently with minimal referral to management
- Ability to manage demands in own workload and in direct reports
- Positive approach to the workplace and commitment to working flexibly to achieve service and team needs
- Good general education
- Good awareness of office-based procedures and HCC policies including procurement, budget management and business continuity

There are no specific qualifications required for this job although either experience in service delivery or a business-related qualification would be beneficial.

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

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or

three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

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).