



Job Description

Social Services Department

Post Title	Administrative Assistant – Level 3 (BG09671)		
Post Number		Grade	Scale 3
Base	Blaina ICC	Hours of Work	37
Car User Allowance	Casual	Disclosure	Enhanced
Contact	Ceri Bird	Updated	July 2014

Principal Job Purpose

Responsible to: Flying Start Manager

Responsible for: Providing the Flying Start programme with a comprehensive administration service

Principal Accountabilities

1. To work with Flying Start Manager, the multi-agency Steering Group and co-located teams to provide quality administrative support.
2. To assist with the administration of childcare applications, liaising with the families and the childcare settings.
3. To assist in mapping childcare and other provision for the Flying Start Programme.
4. To develop and establish systems to assist the Flying Start Childcare Co-ordinator to efficiently administer the administration process for Flying Start.
5. To be responsible for arranging transport for clients to and from Flying Start groups.
6. To be responsible for arrange meetings, booking venues, etc.
7. To undertake minute taking of meetings as required.

8. To be responsible for filing and archiving client information.
9. To assist in the preparation of information to professionals and families e.g. leaflets, promotional events.
10. To support outreach and liaise and deal effectively with other agencies, partners and beneficiaries, e.g. Families, the wider Integrated Services Team, Communities First Partnerships, Schools, Health Agencies and Childcare Providers, to ensure the success of the programme.
11. To assist the Flying Start Team in advertising and marketing the programme and events organised within the team.
12. To take responsibility for the external marketing of Flying Start, including liaising with Family Information Service Officer, to ensure all externally promoted Flying Start information and promotion of Flying Start on Social Media sites is regular, accurate and up-to-date.
13. To participate in events, such as, Open Days for Childcare settings, Family Fun sessions.
14. As a condition of your employment you may be required to undertake such other duties and /or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.
15. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
16. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	App. Form	Interview	Other (please specify)	Probationary Period
Qualifications					
<ul style="list-style-type: none"> A minimum of 5 grade A-C including Maths and English and /or NVQ Level 2 in Business Admin or equivalent qualification 	Essential	✓			
Experience					
<ul style="list-style-type: none"> Proven experience in a general administrative role. A good understanding of Microsoft office applications, with particular emphasis on Excel Experience of operating a computer database system, to assist with enquiries from members of the public and other professionals. Experience of minute taking at meetings Experience of working in partnership with a wide range of individuals and agencies, including parents, health services, childcare and training provider, statutory and voluntary organisations 	Essential	✓	✓		
	Essential	✓	✓		
	Essential	✓	✓		
	Essential	✓	✓		
	Desirable				
Knowledge/Skills					
<ul style="list-style-type: none"> A knowledge of the Flying Start Initiative An ability to liaise and work in partnership with other agencies from the statutory, voluntary and private sector. An organised approach to work including the ability to prioritise and multi task. A willingness to attend outreach events The ability to work with individuals in a sensitive manner, maintaining confidentiality and impartiality. A good knowledge of the early years, health and childcare 	Essential	✓	✓		
	Essential	✓			
	Essential	✓	✓		
	Essential		✓		
	Essential	✓	✓		
	Desirable				

sectors					
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2. Special Requirements

	Essential	Desirable
<ul style="list-style-type: none"> • Ability to drive and use of a car for work purposes • Ability to speak Welsh 	✓	✓

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓

	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓

	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation				✓