



Job Description

Social Services Department

Post Title	Administrative Assistant – Level 2		
Post Number	BG03576 (Covering BG03546)	Grade	Scale 2
Base	Anvil Court	Hours of Work	37 hours per week
Car User Allowance	None	Disclosure	None
Contact	Carol Lancaster	Updated	30th January 2012

Principal Job Purpose

Responsible to: Senior Technician

Responsible for: To provide an effective, quality administrative support service to the Expenditure Team.

Principal Accountabilities

1. To provide an efficient administrative support function to the Team Leader, Expenditure Technicians and Finance Assistants.
2. To reconcile and process invoice payments.
3. To update and maintain budget records to ensure effective information to assist the technicians in their role of providing accurate budgetary information.
4. To utilise the Authorities accounting and purchasing system.
5. To liaise with the technicians and creditors to resolve any payment queries.
6. To undertake general office duties e.g., dealing with enquiries via the telephone, manual and computerised filing systems, photocopying and faxing.
7. To undertake any other duties when requested by management.

8. To respond effectively to enquiries from staff, and external organisations.
9. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
10. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.

Person Specification – Non Managerial

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
NVQ 2 in Business Administration, Finance or equivalent	Essential	√			
Other experience					
Proven experience of working in a busy administrative environment	Essential	√	√		√
Proven experience of using the Microsoft Office Suite to develop effective business support systems	Essential	√	√		√
Previous experience of working in a business administration setting in the social care sector	Desirable	√			√
Experience of working in a financial environment	Essential	√			√
Knowledge/Skills					√
Ability to work under pressure and meet deadlines	Essential	√	√		√
Knowledge of computerised accounting systems	Desirable	√	√		√

2. Special Requirements

2. Special Requirements	Essential	Desirable

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.

Topic	Competencies	Assessment Method			
		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		✓		✓

Topic	Competencies	Assessment Method			
		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				✓

Topic	Competencies	Assessment Method			
		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				✓

Topic	Competencies	Assessment Method			
		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	✓	✓		✓