

## Job Description



### Resources Directorate

<b>Post Title</b>	<b>Administrative Assistant – Level 3</b>		
<b>Post Number</b>	<b>BG09105</b>	<b>Grade</b>	<b>3</b>
<b>Base</b>	<b>Civic Centre</b>	<b>Hours of Work</b>	<b>37 hours per week</b>
<b>Car User Allowance</b>	<b>None</b>	<b>Disclosure</b>	<b>Yes</b>
<b>Contact</b>	<b>Louise Rosser 01495 355142</b>	<b>Updated</b>	<b>May 2015</b>

### Principal Job Purpose

Responsible to: Head of Internal Audit

Responsible for: Providing administrative support to the Internal Audit Section.

### Principal Accountabilities

1. Assisting with ad hoc audits on a variety of systems and transactions as directed.
2. Assisting with establishment audits, including collation of documents and records of transactions, and testing records.
3. Undertaking follow-up audits as directed.
4. Day to day administration of office equipment and controlled stationery.
5. Provision of mailing, filing, copying, scanning and other clerical services to the Internal Audit Section.
6. Any other audit duties as allocated.
7. Undertaking any relevant duties that may from time to time be required by Management.

8. Compliance with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
9. Adherence to the principles of the Corporate Equality Policy and ensuring commitment to anti-discriminatory practice.

## Person Specification – Non Managerial

### 1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
5 GCSE's (or equivalent) at grade C or above including English and Mathematics	Essential	✓			
<b>Other experience</b>					
Experience of working in an office environment undertaking general administrative duties	Desirable	✓	✓		✓
<b>Knowledge/Skills</b>					
Knowledge of the principles in relation to Audit	Essential		✓		✓
Competent in the use of IT – including Microsoft Office packages.	Essential	✓			✓
Understands the Importance of confidential and sensitive information	Essential		✓		✓

### 2. Special Requirements

	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Clean driving licence and access to a car	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.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance		✓ Essential		✓
	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		✓ Essential		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	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
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to the 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		✓ Essential		✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times		✓ Essential		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	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
<b>Communicating</b>	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	✓ Essential	✓ Essential		✓