

# Job Profile

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## Team Administrator

Grade: 3

Date created: July 2017

### About the Job

To provide effective and efficient administrative support and to ensure consistency to the Service Area. Support the delivery of a comprehensive administration and support function to the service areas to meet the needs of patients, service users and members of the public.

### This is what we need you to do...

- To provide general and complete administrative support including data entry, dealing with telephone, email and face to face enquiries, diary management, filing, archiving, scanning, sorting and distributing of post and other such duties as required.
- Ensure that any necessary administrative processes that support the service area's activities are carried out effectively in order to help meet objectives and statutory requirements.
- Produce a range of documents including letters, reports and other documents as requested using a range of IT and Microsoft packages e.g. Word and Excel.
- Support Adult Social Care staff with administrative tasks to ensure the swift execution of the Social Care function.
- Undertake reception duties as required including opening the reception area/ building as necessary.
- Support with premises management as required.
- Arrange and support meetings including minute taking, maintaining confidentiality at all times throughout your work. This will include Best Interests and Safeguarding Adults meetings as required.
- Answer and assist with the response to all customer enquiries and requests for data in accordance with corporate standards and agreed guidelines, including support to fulfil Freedom of Information requests as required.
- Provide support to other areas as required, providing cover for other roles e.g. such as Referral Taker

### Special Conditions

- Some positions will be subject to an enhanced DBS disclosure

### Principal Contacts

- Office staff, service users and members of the public
- Senior Managers
- Partner organisations

## The ideal candidate will have...

### Experience

- Experience of working in a customer facing environment and / or within a complex statutory organisation
- General administrative experience
- Experience of working in a team

### Knowledge, Skills and Understanding

- Excellent typing and general IT Skills, with experience of using Microsoft packages e.g. Microsoft Word, Excel, Outlook etc.
- Knowledge of appropriate systems e.g. ERIC, ContrOCC, SAP
- Excellent telephone skills and telephone manner

### Behavioural attributes

- Demonstrates Gloucestershire Employee Behaviours.
- Maintains a professional and approachable manner; to deliver valued customer service
- Excellent customer service skills
- Excellent communication skills both written and verbal
- Confident to work as part of a team with support from manager or supervisor.
- Enthusiastic, self-motivated team worker
- Able to organise own workload
- Commitment to team working across the service area
- Committed to continual self-development and a willingness to participate in training.

### Education & Qualifications

#### Essential

- Educated to GCSE level in Mathematics and English to Grade C or above
- NVQ 2 in administration or relevant experience

#### Desirable

- NVQ3 in Administration or relevant experience
- RSA level 2 or equivalent
- ECDL or equivalent

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:  
<http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.