

Technology, Property and Customer Services

Admin Support Officer

(Fixed Term up to 12 months)

Ref: E/05322/ICT

Job Information Pack

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Job Advertisement

Technology, Property and Customer Services

Admin Support Officer

12 Months Fixed Term Contract

£17,161 - £19,126 (Subject to Job Evaluation)

With a proven secretarial and administrative background, you should be able to demonstrate previous experience of working to senior management.

In addition to a good standard of education, you will have an in-depth knowledge of Microsoft Word, Excel, PowerPoint and Visio or able to demonstrate competence through relevant experience.

You will need to be flexible, enthusiastic and self-motivating and possess good interpersonal and organisational skills. Experience of taking minutes at meetings is essential as is working to meet deadlines.

Closing Date: Wednesday 8th May 2013

Job Description

DIRECTORATE:	Performance
DEPARTMENT:	Technology, Property and Customer Services
POST:	Admin Support Officer
GRADE OF POST:	SCP 18 - 21
RESPONSIBLE TO:	ICT & Customer Care Admin Manager

JOB PURPOSE:

To provide administrative support to the Head of Service, the ICT Group Manager and the Business Support Group Manager.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

To provide administrative support to the Head of Service, the ICT Group Manager and the Business Support Group Manager.

Principal Responsibilities and Activities:

- To provide administrative support to the Head of Service, Group Manager ICT and Group Manager Business Support, by:
 - Providing diary management
 - Dealing with incoming email and post
 - Producing documents, briefing papers, reports and presentations
 - Ensuring managers are well prepared for meetings
 - Meeting and greeting visitors at all levels of seniority
 - Screening phone calls
- To maintain absence records for the Technology, Property and Customer Services Service Area and ensure that the sickness policy is implemented.

- To minute meetings as requested by the Head of Service, ICT Group Manager, Business Support Group Manager and ICT & Customer Care Admin Manager, ensuring any follow up actions are completed.
- To follow procedures relating to Cabinet Reports, Delegated Powers, Freedom of Information, Member Referrals, Cllr Update Report, etc. as required to ensure turnaround of timely reports.
- To cover other roles in the ICT Admin Team for absence, including Reception.

GENERAL DUTIES

To understand the Health and Safety responsibilities which fall within a manager's role and the personal Health and Safety responsibilities within the HASAWA 1974.

To ensure that all activities are operated in accordance with Equal Opportunities legislation and Best Practice.

REVIEW DATE/RIGHT TO VARY

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

PERSON SPECIFICATION

Admin Support Officer (Fixed Term up to 12 months)

The following attributes represent the range of skills, abilities and experiences etc relevant to this position. Applicants are not expected to meet all of these attributes to be suitable for short listing.

Attributes	Requirements	Method of Evaluation / Testing
Qualifications, Education & Training	A good standard of education or an ability to demonstrate competence through experience.	Production of original Qualification Certificates and application form.
Knowledge & Experience	- Experience of working in an office environment - Familiarity with administrative processes and systems	Interview, application form, reference and selection process.
Skills & Personal Qualities	- Ability to form constructive working relationships with colleagues - Ability to communicate clearly and effectively - Ability to demonstrate good organisational skills - Good IT skills - Ability to think clearly - Ability to work flexibly and proactively and meet deadlines	Interview, application form, reference and selection process.

Employee Benefits

Admin Support Officer (Fixed Term up to 12 months)

Salary: £17,161 - £19,126

This post is subject to Job Evaluation, which is the process of assessing the relative value or size of jobs within an organisation. Jobs (not the postholder) are analysed against common criteria to measure the content and context of the jobs people do.

Pension Scheme

All staff are eligible to join the Local Government Pension Scheme, which is currently a final salary scheme. It is a contributory scheme.

Annual Leave

The leave entitlement for a full year will be 24 days. For officers with five years continuous Local Government Service, annual leave is 29 days. In addition there are 8 statutory days. Leave entitlements will be pro-rata for part-time employees.

Maternity/Adoption/Paternity Pay & Leave

We offer a generous scheme which provides payments in addition to statutory provisions.

Flexible Working Hours Scheme

The council operates a flexible working hours scheme which provides the opportunity to adjust starting and finishing times as well as take compensatory leave in line with service needs.

Occupational Health Services

There are a range of services available to promote staff welfare. These include an in-house counsellor, fast-track physiotherapy and effective return to work programmes.

Training and Development

We recognise the importance of learning to the success of the organisation and are committed to the investment in and development of our staff. We

believe that our customers deserve a service from staff who are competent and trained to do their jobs.



Conditions of Service

Admin Support Officer (Fixed Term up to 12 months)

Working Hours

The working week is 37 hours which will normally be worked in line with the council's Flexible Working Hours Scheme. However, there may a requirement to work in excess of these hours according to the needs of the service.

Location

The normal place of work will be Sunnyside House. However, you may be required to work anywhere within the County Borough.

Medical Clearance

Any offer of appointment is subject to medical clearance. You will be required to complete a medical questionnaire, but may also require medical examination before appointment.

References

Appointment is subject to receipt of a minimum of two satisfactory references. Wherever possible these should be from previous employers.

Probationary Period

New staff to Bridgend County Borough Council appointed to this post will be subject to a 6 month probationary period.

Business Travel

Should you use your own vehicle for official journeys, mileage expenses will be reimbursed based on the locally agreed rate.

If you have any queries relating to this job, please contact Human Resources on (01656) 643205