

JOB DESCRIPTION

JOB TITLE:	Administration Assistant		
JOB TITLE No.		POST No.	
GRADE:	SC2-SC3	SCP RANGE:	11-17
SECTION:	Myddelton House Gardens	DIRECTORATE:	Legal and Corporate
POST LOCATION:	Myddelton House		

DBS REQUIREMENT:	☒	DBS LEVEL:	
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ACCOMMODATION:	☐
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DRIVER'S LICENCE & BUSINESS USE INSURANCE REQUIREMENTS:	Casual car user
CAR ALLOWANCE:	Casual car allowance
BUDGET LEVEL:	

REPORTING TO:	Head Gardener	POST No.	
RESPONSIBLE FOR:	Not applicable	POST No.	

POLITICALLY RESTRICTED POSTS:	No
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PURPOSE OF ROLE
To assist the Manager with day-to-day administrative tasks, including management of customer, financial and purchasing records and to carry out personal assistant duties.

KEY RESPONSIBILITIES AND DUTIES
PEOPLE RESPONSIBILITIES (EXTERNAL – INCLUDING MEMBERS)
- To provide a point of contact for all customers, including answering queries by telephone and email. - To liaise with external partners regarding booking details, facility hire and logistics for the facility. - To promote the facility and events to customers and the general public via mail outs and updates of the website.
PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS &

VOLUNTEERS)

- To execute all administrative tasks, including correspondence, record keeping and filing, handling of internal and external post, minute taking and supporting the Manager at the site on a daily basis.
- To manage all facility related administrative work, including bookings, allocating work, assessing transport needs, organising meetings and maintaining time sheets and payroll data.
- To support colleagues with collating and analysing data and providing any other information necessary for reports (usage data).
- To record and report to the Human Resources Department all annual leave and absence employees.
- To maintain the Quality Management System (QMS) collating, updating and refreshing all new and revised documents. Plus, updating staff on all relevant procedures & managing audits.
- To liaise with a wide range of Authority staff at different levels providing information with regard to activities of the facility events and arranging logistics of visits to the site.
- To assist the Manager to identify and negotiate new contractors and suppliers and liaise with existing contractors and suppliers.
- Identify & recommend improvements to procedures and process as appropriate.
- To cover any other duties & responsibilities as required in times of staff shortage.
- To undertake medium term projects to meet service objectives.

FINANCIAL RESPONSIBILITIES

- To complete monthly financial returns e.g. petty cash, credit card reconciliation and report these to the Finance Department.
- To produce all orders and process invoice payments (made in cash, cheque or electronically) using the Authority's electronic finance system.
- To keep accurate stock of office supplies and to raise and follow up on purchase orders when required.

OTHER RESOURCES RESPONSIBILITIES

- To assist the manager in all other areas of administration for the facility.

GENERAL

- The above duties may be varied.
- Carry out all duties with regard to relevant legislation and the Authority's policies and procedures including:
 - The Authority's Health & Safety Policy
 - The Authority's Standing Orders and Financial Regulations
 - The Authority's Equal Opportunities Policy and related policies
 - The Authority's Environmental protocols and related policies

KEY CONTACTS

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
• Manager for guidance and work planning. • Other facility employees as colleague. • Other Authority employees as colleague to co-ordinate work.	• General public to provide advice and information. • Contractors and suppliers as customers. • Partners/ other providers to the facility.

The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

Sign off for Job Description and Person Specification

Job Description/Person Specification	Post Title	Date signed off
JD/PS Prepared by line manager	R. Harmes: Head Gardener	01/09/21
JD/PS Agreed by second line manager		
JD/PS Agreed by HOS/AD by		
Consultation with post holder conducted by:		

PERSON SPECIFICATION

JOB TITLE:	Administration Assistant		
JOB TITLE No.		POST No.	

KNOWLEDGE AND SKILLS	
ESSENTIAL	DESIRABLE
Knowledge	Knowledge
- Literate at GCSE C level or higher or equivalent in experience and/or qualification (NVQ level 2). - Numerate at GCSE C level or higher or equivalent in experience and/or qualification (NVQ level 2). - Computer knowledge at intermediate level (able to use most functionality of Microsoft Office suite and MS Outlook). - Demonstrable experience in working with financial regulations, handling cash, processing invoices and credit control.	Basic knowledge of child protection, Freedom of Information and Data Protection legislation.
Qualification	Qualification
GCSE English and Maths qualification grade at level C or higher or equivalent in experience and/or qualification.	
Experience	Experience
- Demonstrable experience of administrative responsibilities, including correspondence and record keeping/filing. - Proven experience of facing customers or providing customer services. - Verifiable experience of team work.	- Demonstrable experience of working in a public sector environment, - Experience of working with multi-cultural and multi-ethnic customers. - Demonstrable experience of working with financial programmes/ systems.
Problem Solving / Decision Making + Mental Skills	Problem Solving / Decision Making + Mental Skills
- Demonstrable ability to identify, analyse and solve varied problems and develop solutions independently. - Verifiable ability to prioritise conflicting demands. - Demonstrable ability to perform and finish tasks requiring concentration in a distracting environment. - Demonstrable experience of effectively dealing with complex, sensitive and varied customer	Proven ability to schedule, develop and execute plans independently and in co-operation with others.

demands. • Verifiable ability to organise own work both independently and on the basis of instructions.	
Communication	Communication
• Proven ability to exchange information concisely and intelligently, either written or orally, with a varied audience. • Demonstrable ability to establish rapport easily and to reach positive resolutions to issues. • Demonstrable ability to negotiate for results.	
Physical skills	Physical skills
• To be able to work a keyboard with dexterity and precision for several hours at a time.	

EFFORT AND DEMANDS	
ESSENTIAL	DESIRABLE
Mental demands	Mental demands
• Demonstrable ability to adapt quickly to change. • Demonstrable ability to work with concentration and attention for several hours at a time. • Proven ability to work under work-related pressure (deadlines, priorities). • Verifiable accuracy in checking, reporting and completion of administrative tasks. • Demonstrable ability to focus on an issue at hand in a distracting environment on a daily basis.	
Physical demands	Physical demands
• Proven ability to work long periods with a computer (up to 6 hours at a time).	
Emotional demands	Emotional demands
• Ability to deal with emotional demands of others on a weekly basis.	
Work Environment	Work Environment

Demonstrable ability to work in an indoors (office) environment.	
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Other requirements	Other requirements
ESSENTIAL	DESIRABLE
	- First Aid qualification. - Full driving licence and use of vehicle