

JOB DESCRIPTION



TITLE: Administrator 2 (1367)

NCC DEPARTMENT: Safeguarding and Children's Service

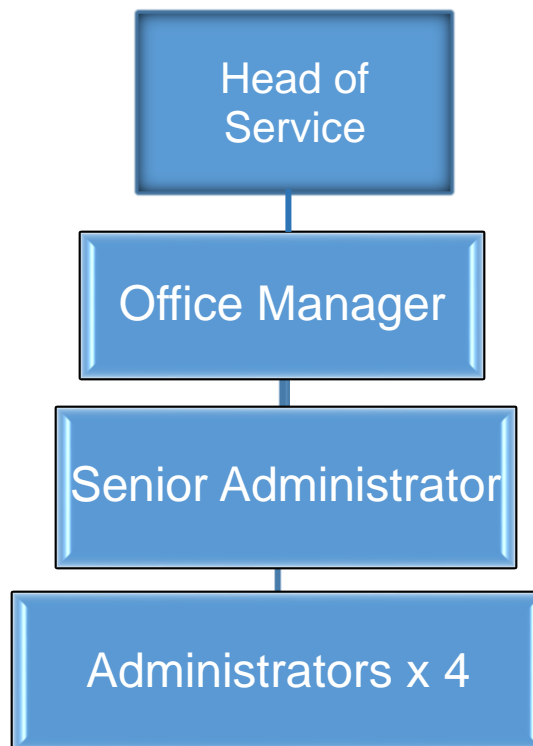
DIVISION: Youth Offending Service

GRADE: G

RESPONSIBLE TO: Office Manager

PURPOSE OF POST:

To provide administrative support to the work of the Youth Offending Service (YOS). To attend and support meetings by taking notes, transcribing and distributing minutes, provide and disseminate information, including data inputting, manipulation and retrieval. To maintain, develop and enhance services to service users; and act as key point of contact for stakeholders of the YOS.



PRINCIPAL RESPONSIBILITIES:

1. Prepare agendas and support meetings by taking notes, transcribing, distributing minutes and collating appropriate documents. Progressing action points within agreed timescales. This includes despatching invitation appointment letters and reports, booking meeting venues, co-ordinating accurate up-to-date calendars, organising meeting schedules, travel arrangements and ensuring business is completed within required service standard.
2. Provide administration support to the YOS Management Board's work (including cover for Senior Administrator to take minutes, collate reports from other agencies and making arrangements for visitors to Board meetings) and preparation for inspections. Be a point of contact for detailed enquiries for YOS Senior Management through different media including email, post and telephone, providing a comprehensive, confidential range of effective and transparent business support.
3. Answer incoming telephone calls, directing all callers to the appropriate person, department or other agency. Take accurate messages, ensuring these reach the staff concerned. Retrieve voicemail messages, taking appropriate action and making outgoing calls on behalf of team colleagues, as required.
4. Receive, sort and prioritise mail and email, redirecting as appropriate, responding to routine correspondence without direction. Type correspondence, reports, official documents from professional and confidential service to managers in relation to disciplinary and grievance procedures, including minuting of interviews and hearings.
5. Ensure all electronic record systems are accurate and updated in relation to service review meetings, reflecting required outcomes. Maintain complete confidentiality concerning all matters relating to service requirements.
6. Develop and accurately manage information, using spreadsheets, databases and corporate systems. Maintain all records in line with the Data Protection Act (GDPR), Freedom of Information regulations and NCC retention policies. Gather performance information to monitor service areas, providing guidance to others to meet service standards, supporting efficient service delivery.
7. To manage requirements and distribution of petty cash as directed through YOS Senior Management Team, including day to day processing of purchase orders and invoice payments. Reconciliation of expenditure by monitoring and closing down open orders supporting financial control and accurate forecasting. Processing sales invoices, ensuring income is maximised and debt collected.
8. Participate within YOS-Admin rota to provide and maintain an appropriate level of service delivery, including actively updating detailed manuals for procedures relating to all aspects of this role. Providing thorough training for cover staff as well as detailed hand-over notes for periods of absence.
9. To develop and maintain positive and productive working relationships with colleagues and service users, promoting effective communication internally and externally. Plan and provide administrative support to projects and other specialised activities of the YOS, e.g., comprehensive package of support in relation to HR, recruitment and induction of staff including movement of staff within the ERP establishment.

10. Participate in team development activities, assist, coach and mentor less experienced colleagues in the performance of routine tasks supporting achievement of individual, team performance and development objectives.
11. Demonstrate awareness/understanding of equalities and other people's behavioural, physical, social and welfare needs. Operate in accordance with the Local Authority's equality and diversity policy, and adhere to the requirements.
12. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the service.
13. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post holder.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Safeguarding commitment (Include for roles involving work with children/vulnerable adults). We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

CONTEXT:

The Crime & Disorder Act 1998 resulted in new responsibilities for local authorities who are placed under a duty to develop strategies for the reduction of crime and disorder. Each local authority must ensure that appropriate Youth Justice Services are in place through the setting up of a Youth Offending Service. Police, Probation and CCGs are required to co-operate with the Local Authority to ensure such services are available.

The post holder should expect to contribute to the overall aim of the service to reduce offending by young people. The job involves working strictly to departmental and government policy and procedures as well policies and procedures of the partner agencies and in line with legislation, Effective Practice Guidance, National Standards (2009) and the requirements of the Youth Justice Board. It will also involve decision-making and the exercise of judgement and personal responsibility for the safety of children, young people and the public.

The post holder will have a responsibility to safeguard and promote the welfare of children and young people and will be expected to work in line with local and national safeguarding policies and procedures.

Due of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making an application that any pending charges, convictions, bind-overs or cautions are disclosed and, if so, for which offences. This post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a conviction, bind-over, caution, or Final Warning has been recorded against a candidate will not necessarily debar them from consideration for this appointment.

Person Specification – Administrator 2 (1367)

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would not be shortlisted.

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Education and Qualifications	1. Able to demonstrate a good level of general education equivalent to GCSE standard in English and Maths Grade A-C.	1,2,3,4	European Computer Driving Licence, where appropriate.	1,2,4
	2. NVQ Level 2 or equivalent in a relevant subject or business experience.	1,2,3,4	Customer service training and evidence of recent Continuing Professional Development and/or personal learning.	1,2,4
	3. Appropriate level of IT and keyboard skills relating to Microsoft Office.	1,2 & 3	NVQ Level 3 or equivalent in a relevant subject or business experience.	1,2,4
Experience and Knowledge	4. Previous significant experience of working in a busy office based role, administrative or customer service.	1,2	Experience of issues working within criminal justice and youth crime services.	1,2
	5. Experience of organising activities for events, managing complex diary and meeting schedules for a number of groups and individuals, minute taking complex meetings.	1,2 & 3	An understanding of presenting detailed statistical financial information.	1,2
	6. Experience and preparation of variety of documents to high standards, managing responses to correspondence and direct contact from stakeholders and service users, and reception duties.	1,2	Ability to work on the implementation of projects identified by a manager.	1,2
	7. Proven knowledge and ability to implement secure manual and computerised record systems, filing and retrieval processes, maintaining databases and spreadsheets supporting such systems.	1,2	Experience of guiding and assisting less experienced colleagues.	1,2
	8. Demonstrate absolute discretion and understanding of confidentiality when dealing with information of a sensitive nature,	1,2		

	<p>with high emotional content, application of Data Protection Act (GDPR), Freedom of Information Act and principles at all times.</p> <p>9. Experience and knowledge of working within a financial transaction business support capacity, management of office resources and supplies.</p> <p>10. Experience of establishing strong working and effective relationships across numerous stakeholder groups.</p>	1,2 1,2		
Skills and Abilities	<p>11. Good organisational skills, ability to effectively communicate and negotiate with a wide variety of people both written and verbally.</p> <p>12. Ability to plan and manage workloads effectively, prioritising tasks using own initiative, working to deadlines and achieving them.</p> <p>13. Ability to solve problems, flexibly, whilst working under pressure.</p> <p>14. Good interpersonal skills to interact with senior managers and practitioners, show courtesy and sensitivity to service users, handle emotionally stressful situations, ability to maintain confidentiality.</p> <p>15. Excellent interpretative, analytical, accurate attention to detail skills regarding collation and distribution of financial information.</p> <p>16. Able to work as an effective team member, building relationships to contribute to team development and performance objectives.</p> <p>17. Ability to respond to customer needs and use customer complaints positively to improve service, whilst acquiring new skills to identify and respond to changing service requirements.</p> <p>18. Able to demonstrate a clear understanding of and commitment to Health & Safety,</p>	1,2 & 3 1,2 & 3 1,2 1,2 1,2 1,2 1,2	<p>Ability to use ONE and ERP applications.</p> <p>Experience of delegated project work.</p>	1,2 1,2

	willingness to undertake training to enable implementation of procedures. Able to apply it effectively with both clients and staff.			
Equality & Diversity Issues	19. Able to demonstrate an understanding of discrimination and effects on service delivery in the work setting and possess a commitment to the achievement of equality.	1,2		
	20. Positive regard for diverse culture, value systems, other people's behaviour, physical, social and welfare needs. Commitment to equality of opportunity in the work place.	1,2		
Other Requirements	21. Ability to travel effectively attending meetings at county-wide locations.	1,2		
	22. Comply, administer or carry out the responsibilities set out in the County Council's Health and Safety Policies.	1,2		
	23. This post requires satisfactory clearance of an enhanced DBS disclosure.	4		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise/Presentation)

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Northamptonshire County Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equality in Employment relating to Equality Act 2010
- (ii) Health, Safety and Wellbeing 2019
- (iii) Data Protection Act 2018 & departmental confidential privacy policy
- (iv) Human Rights Act 1998