

Customer Service and Administration Job Family (Directly employed)

Purpose:

The overall purpose of jobs within this family is to provide a clerical, administrative, secretarial and executive support service. This is to ensure that internal and external services are maintained and delivered to the required service levels.

Key focus:

Jobs in this family focus on

- providing and disseminating information;
- data inputting, manipulation and retrieval;
- maintaining, developing and enhancing services to service users; and
- acting as key points of contact.

Other role holders also provide a comprehensive, confidential, personal and secretarial support to designated managers.

Users of the service:

Users of the service include all employees of the county council. Other service users include councillors, members of the general public and external partners and suppliers.

Example roles within this family:

Typical jobs in this family include clerks, administrators, secretaries, personal assistants, filing clerks, receptionists, word processor operators, and office managers.

Key features

Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
<ul style="list-style-type: none"> Jobs comprise of repetitive tasks, which can be performed after a few hours demonstration or training. Will include operation of straight forward office equipment No supervisory responsibility Works under close supervision with work allocated and monitored on at least a daily basis Jobs require a normal level of courtesy and effectiveness in dealing with other people. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy Likely to interact with colleagues, supervisors and the general public 	<ul style="list-style-type: none"> Jobs comprise a sequence of tasks that form standardised work routines. Includes operation of straightforward office equipment May provide informal assistance to less experienced colleagues Works more independently but still subject to daily supervisory direction and control. More initiative is encouraged to schedule own work Jobs require a normal level of courtesy and effectiveness in dealing with other people. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy May contribute at an individual level to monitoring team resource levels and providing simple information Likely to interact with colleagues, supervisors and the general public 	<ul style="list-style-type: none"> Jobs require a good knowledge of systems and procedures. May involve the skills to operate specialist equipment May provide formal assistance to less experienced colleagues Works more independently scheduling own work to meet supervisory requirements. May re-allocate work to others Jobs require a normal level of courtesy and effectiveness in dealing with other people. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy May contribute at an individual level to monitoring resources, providing information and be involved in delegated project work Likely to interact with colleagues, supervisors and the general public 	<ul style="list-style-type: none"> Jobs require a good sound knowledge of systems and procedures. May involve the skills to operate specialist equipment Roles becoming more specialist will typically cover a deeper knowledge of a narrower range of circumstances May supervise the allocation of work and coach and mentor others Works independently scheduling own work to meet supervisory requirements Jobs require a normal level of courtesy and effectiveness in dealing with other people. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy Uses factual knowledge and reports on factual information to persuade others to take a course of action. Sometimes uses above average levels of tact, diplomacy and courtesy to advise, guide and supervise colleagues and deal with service users <p style="text-align: right;"><i>(continued)</i></p>	<ul style="list-style-type: none"> Jobs require a thorough knowledge of systems and procedures. May involve the skills to operate specialist equipment More specialist roles will typically provide a deeper knowledge of a narrower range of circumstances or may be considered to have a special knowledge of the work area May assist in supervising a team working on discrete tasks Works independently scheduling own work to meet supervisory requirements. May monitor and allocate work to others taking responsibility for the completion of scheduled work and co-ordinating with work schedules of other work areas Jobs require a normal level of courtesy and effectiveness in dealing with other people. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy <p style="text-align: right;"><i>(continued)</i></p>	<ul style="list-style-type: none"> Jobs require an in-depth understanding of methods, systems and processes over a range of procedures. The emphasis of these jobs is on the practical application of skills, rather than conceptual understanding involved in initiating change. Will typically complete the more complex operations within the work area and be a trouble shooter for referred problems Likely to supervise team(s) working on a range of tasks or teams working on discrete tasks. Alternatively roles may be of a more specialist in depth nature Largely schedules own work and may be involved in co-ordinating external resources, and/or work from other service areas or allocating work to a small work group or discrete team Jobs require a normal level of courtesy and effectiveness in dealing with other people. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy <p style="text-align: right;"><i>(continued)</i></p>

Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
			<ul style="list-style-type: none"> • May contribute at a team level to monitoring resources, providing statistical information and be involved in delegated project work. Some individual judgement will be required • Likely to interact with colleagues, supervisors, managers, other service areas and the general public 	<ul style="list-style-type: none"> • Uses factual knowledge and reports on factual information to persuade others to take a course of action. Sometimes uses above average levels of tact, diplomacy and courtesy to advise, guide and supervise colleagues and deal with service users • May contribute at a team level to monitoring resources, providing statistical information and be involved in delegated project work. Work will be likely to require independent analysis, judgement and the compilation of quite complex reports with data from other service areas • Likely to interact with colleagues, supervisors, managers, other service areas and the general public 	<ul style="list-style-type: none"> • Uses factual knowledge and reports on factual information to persuade others to take a course of action. Sometimes uses above average levels of tact, diplomacy and courtesy to advise, guide and supervise colleagues and deal with service users • Sometimes uses a high level of communication skills to influence, motivate and drive behavioural change as a result of persuasion and influence. Uses negotiation skills to drive forward contractual agreements • Likely to contribute at a team level to monitoring resources, providing management information and likely to provide some input on policy implementation. May be involved in project work • Likely to interact with colleagues, supervisors, managers, councillors, other service areas and the general public

Key inputs/outputs and performance measures

1. Working in the environment

Key inputs / outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Producing documents	Produce straightforward documents using appropriate software and office equipment to support service delivery <i>(for example letters, memos)</i>	Produce more detailed documents to support efficient service delivery <i>(for example reports, spread sheets, databases)</i>	Produce a range of more detailed documents and may support less experienced colleagues in the production of documents to support efficient service delivery	Produce a wide range of more detailed documents and may support less experienced colleagues in the production of documents to support efficient service delivery	Produce a wide range of more detailed complex or specialist documents sometimes initiating change, and where appropriate, provide guidance to less experienced colleagues in the production of documents to support efficient service delivery	Supervise the allocation, standard and completion of work on a wide range of documents recommending and drafting change to support efficient service delivery
Performance Measures	<ul style="list-style-type: none"> Number of documents completed to required standards of accuracy, timescales and demonstrating the proper use of appropriate office equipment 	<ul style="list-style-type: none"> Number of documents completed to required standards of accuracy, timescale and demonstrating the proper use of appropriate office equipment 	<ul style="list-style-type: none"> Number of documents completed to required standards of accuracy, timescales and demonstrating the proper use of appropriate office equipment Feedback from colleagues on the effectiveness of guidance relating to the satisfactory completion of documents 	<ul style="list-style-type: none"> Number of documents completed to required standards of accuracy, timescales and demonstrating the proper use of appropriate office equipment Feedback from colleagues on the effectiveness of guidance relating to the satisfactory completion of documents 	<ul style="list-style-type: none"> Number of documents completed to required standards of accuracy, timescales and demonstrating the proper use of appropriate office equipment Feedback from colleagues on the effectiveness of guidance relating to the satisfactory completion of documents Evidence of standards of document completion to illustrate the effectiveness of guidance 	<ul style="list-style-type: none"> Number of documents completed by the team to required standards of accuracy, timescales and demonstrating the proper use of appropriate office equipment Feedback from colleagues on the effectiveness of work allocation and coaching Evidence of work allocation and records re standards of document completion to illustrate the effectiveness of supervision, for example, rotas, service delivery records, performance management issues, individual and team objectives completed

Key inputs / outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Filing and retrieving documents	File and retrieve documentation and other resources for the team to maintain an effective service to the service users	File, retrieve and co-ordinate documentation and other resources for the team, to maintain an effective service to the service users	Operate and set up basic filing and retrieval systems for the team to maintain an effective service to service users	Operate and set up a range of filing and retrieval systems for the team to maintain an effective service to the service users	Co-ordinate, operate and set up a wide range of more complex filing and retrieval systems sometimes initiating change and providing specialist advice for the team to maintain an effective service to the service users	Supervise the filing, retrieval and archiving systems within the team, initiating recommending and drafting changes when appropriate, to maintain an effective service to the service users
Performance Measures	<ul style="list-style-type: none"> Documents / resources filed and retrieved to required service standards, for example, accuracy of information, location, timescales Procedures as per internal audit requirements Demonstrating the proper use of appropriate office equipment and software 	<ul style="list-style-type: none"> Documents / resources filed and retrieved to required service standards, for example, accuracy of information, location, timescales Procedures as per internal audit requirements Demonstrating the proper use of appropriate office equipment and software 	<ul style="list-style-type: none"> Recommendations or implemented changes to systems Standard of service delivery re filing and retrieval of documents, timescales, accuracy of location, procedures followed 	<ul style="list-style-type: none"> Recommendations or implemented changes to systems Standards of service delivery re filing and retrieval of documents; timescales, accuracy of location, procedures followed Performance to be measured before and after changes to systems 	<ul style="list-style-type: none"> Standards of service delivery re filing and retrieval of documents; timescales, accuracy of location, procedures followed Effectiveness of changes initiated - performance to be measured before and after changes to systems 	<ul style="list-style-type: none"> Appraisal feedback re effectiveness of supervisory skills Evaluation of changes recommended and implemented <p>Standards of service delivery re filing and retrieval of documents; timescales, accuracy of location, procedures followed</p>

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Record keeping	Accurately maintain manual and computerised records/management information systems as required by service standards to support efficient service delivery <i>(for example routine forms)</i>	Accurately maintain manual and computerised records/management information systems as required by service standards to support efficient service delivery <i>(for example standard forms and meeting notes)</i>	Accurately maintain a wide range of manual and computerised records/management information systems, providing guidance to less experienced colleagues to meet service standards and support efficient service delivery <i>(for example filing indexes, library indexes)</i>	Accurately maintain a wider and more complex range of manual and computerised records/management information systems providing guidance to others to meet service standards and support efficient service delivery <i>(for example accounts)</i>	Accurately collate and maintain a wider and more complex or specialist range of manual and computerised records/management information systems providing guidance to others to meet service standards and support efficient service delivery <i>(for example DfES forms)</i>	Supervise the maintenance and accuracy of manual and computerised records/management information systems sometimes initiating and implementing change to meet service standards and support business needs
Performance Measures	<ul style="list-style-type: none"> Records completed to required service standards, for example, accuracy, timescales and quality Procedures as per internal audit requirements and demonstrating the proper use of appropriate office equipment and software 	<ul style="list-style-type: none"> Records completed to required service standards, for example, accuracy, timescales and quality Procedures as per internal audit requirements and demonstrating the proper use of appropriate office equipment and software 	<ul style="list-style-type: none"> Records completed to required service standards, for example accuracy, timescales and quality Procedures as per internal audit requirements and demonstrating proper use of appropriate office equipment and software Number of records returned as incorrectly recorded 	<ul style="list-style-type: none"> Records completed to required service standards, for example, accuracy, timescales and quality Procedures as per internal audit requirements and demonstrating the proper use of appropriate office equipment and software Number of records/accounts returned as incorrectly recorded 	<ul style="list-style-type: none"> Records completed to required service standards, for example, accuracy, timescales and quality Procedures as per internal audit requirements and demonstrating the proper use of appropriate office equipment and software Number of records/accounts returned as incorrectly recorded 	<ul style="list-style-type: none"> Records completed within agreed timescales, covering agreed scope, meeting required objectives quality and audit standards Number of records/accounts returned as incorrectly recorded

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Providing clerical and other support and guidance to service users	<p>Provide routine clerical support to meet service delivery requirements (for example photocopying, faxing, emailing.)</p> <p>Undertake routine financial administration to meet service delivery requirements (for example, handling small amounts of cash)</p>	<p>Provide general clerical/administrative support to meet service delivery requirements (for example photocopying, faxing, emailing)</p> <p>Undertake general financial administration to support efficient service delivery requirements (for example processing orders)</p>	<p>Provide administrative and/or secretarial support to internal and external service users to support efficient service delivery requirements (for example, travel arrangements, collating reports)</p>	<p>Provide administrative and/or secretarial support and guidance on specific issues, to internal and external service users to support efficient service delivery requirements (for example, servicing meetings, administrative procedures)</p>	<p>Provide administrative and/or secretarial support and guidance on a wide range of issues (sometimes confidential) to internal and external service users to ensure efficient service delivery requirements, (for example administration of facilities and financial procedures and organisational processes)</p> <p>Where appropriate, undertake the administration of payroll systems</p>	<p>Provide administrative and / or secretarial support and guidance on more diverse often confidential issues to internal and external service users to support efficient service delivery requirements</p>
Performance Measures	<ul style="list-style-type: none"> Effectiveness and timeliness of support given Service user feedback Policies and procedures adhered to 	<ul style="list-style-type: none"> Effectiveness and timeliness of support given Service user feedback Policies and procedures adhered to 	<ul style="list-style-type: none"> Service user feedback and surveys re support given Effectiveness of administrative support given – timescales, accuracy and quality 	<ul style="list-style-type: none"> Service user feedback and surveys re advice given Effectiveness of administrative support given - timescales, accuracy and quality 	<ul style="list-style-type: none"> Service user feedback and surveys re advice given Effectiveness of administrative support given - timescales, accuracy and quality Adherence to financial regulations and procedures 	<ul style="list-style-type: none"> Service user feedback and surveys re advice given Effectiveness of administrative support given - timescales, accuracy and quality

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Handling enquiries and queries and undertaking reception duties	<p>Handle straightforward queries and receive enquiries from the public and internal service users referring detailed issues to more experienced colleagues to meet service standards</p> <p>Where appropriate, undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors to meet service standards</p>	<p>Handle a range of queries and enquiries from the public and internal service users, referring more detailed issues to more experienced colleagues in order to meet service standards</p> <p>Where appropriate, undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors to meet service standards</p>	<p>Handle a wider range of more detailed queries referred by other colleagues and provide a point of contact for service user feedback to meet service standards</p> <p>Where appropriate, undertake reception duties, answering telephone and face to face enquiries and signing in visitors to meet service standards</p>	<p>Handle a wide range of more detailed queries referred by other colleagues and provide a point of contact for service user feedback to meet service standards</p> <p>Where appropriate, undertake reception duties, answering telephone and face to face enquiries and signing in visitors to meet service standards</p>	<p>Handle a wide and more complex range of more detailed issues referred by other colleagues and service users; often providing a point of contact for service user feedback of a specialist nature to meet service standards</p> <p>Deal with complex reception/visitor matters to meet service standards</p>	<p>Supervise and handle more detailed and complex issues referred by the team and others and respond to complaints to ensure that correct procedures are followed and service standards met</p>
Performance Measures	<ul style="list-style-type: none"> • Number of enquiries received, actioned and referred, within service standards related to timescales, accuracy and quality • Frequency of repeat calls • Service user feedback and commendations, for example, surveys, evaluation sheets, word of mouth 	<ul style="list-style-type: none"> • Number of enquiries received, actioned and referred, within service standards related to timescales, accuracy and quality • Frequency of repeat calls • Service user feedback and commendations, for example, surveys, evaluation sheets, word of mouth 	<ul style="list-style-type: none"> • Number of enquiries received, actioned and resolved within service standards related to timescales, accuracy and quality • Frequency of repeat calls • Service user feedback and commendations, for example, surveys, evaluation sheets, word of mouth 	<ul style="list-style-type: none"> • Number of enquiries received, actioned and resolved within service standards related to timescales, accuracy and quality • Frequency of repeat calls • Service user feedback and commendations, for example, surveys, evaluation sheets, word of mouth 	<ul style="list-style-type: none"> • Number of enquiries received by the team, actioned and referred or resolved within service user service standards related to timescales, accuracy and quality • Frequency of repeat calls • Service user feedback and commendations, for example, surveys, evaluation sheets, word of mouth • Procedures meet internal audit requirements 	<ul style="list-style-type: none"> • Number of enquiries received by the team, actioned and referred or resolved within service user service standards related to timescales, accuracy and quality • Frequency of repeat calls • Service user feedback and commendations, for example, surveys, evaluation sheets, word of mouth • Procedures meet internal audit requirements

Key inputs/ outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Planning and managing diaries and meeting schedules	N/a	N/a	Plan co-ordinate and implement personal diary and meetings schedules to ensure that business is completed within service standards and meets business requirements	Plan co-ordinate and implement personal diary and meetings schedules, to ensure that business is completed within service standards and meets business requirements	Plan co-ordinate and implement personal and team diaries and meetings schedules, with supporting documentation to ensure that business is completed within service standards and meets business requirements	Plan co-ordinate and implement personal diary and complex meetings schedules, provide documentation and notify attendees to ensure that business is completed within service standards and meets business requirements Keep immediate manager fully briefed and updated on all meetings and events to facilitate effective business delivery
Performance Measures	<ul style="list-style-type: none"> N/a 	<ul style="list-style-type: none"> N/a 	<ul style="list-style-type: none"> <i>Personal diary and meetings schedule accurately co-ordinated with relevant people notified and documents collated and distributed within appropriate timescales</i> 	<ul style="list-style-type: none"> <i>Personal diary and meetings schedule accurately co-ordinated with relevant people notified and documents collated and distributed within appropriate timescales</i> 	<ul style="list-style-type: none"> <i>Personal diary and meetings schedule accurately co-ordinated with relevant people notified and documents collated and distributed within appropriate timescales</i> 	<ul style="list-style-type: none"> <i>Personal diary and meetings schedule accurately co-ordinated with relevant people notified and documents collated and distributed within appropriate timescales</i> <i>Briefings and updates are provided in an accurate, timely and effective manner</i>

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<p data-bbox="147 233 365 325">Dealing with formal correspondence</p> <p data-bbox="147 611 315 671">Performance Measures</p>	<p data-bbox="389 228 660 325">Sort and distribute mail to appropriate service users ensuring that service standards are met</p> <ul data-bbox="389 611 660 708" style="list-style-type: none"> • Mail is sorted and distributed appropriately to meet required service standards 	<p data-bbox="680 228 952 352">Sort, distribute, refer and acknowledge routine correspondence to ensure that service standards are met</p> <ul data-bbox="680 611 952 759" style="list-style-type: none"> • Correspondence is sorted, referred to appropriate colleagues and acknowledged to meet required service standards 	<p data-bbox="972 228 1243 352">Sort, refer and, under guidance, respond to standard correspondence to ensure that service standards are met</p> <ul data-bbox="972 611 1243 911" style="list-style-type: none"> • Correspondence is sorted and referred to appropriate channels and acknowledged to meet required service standards • Responses to correspondence are appropriate to need and meet required service standards 	<p data-bbox="1263 228 1534 379">Sort, refer and respond to standard correspondence, where appropriate, to ensure that service standards are met</p> <ul data-bbox="1263 611 1534 911" style="list-style-type: none"> • Correspondence is sorted, referred to appropriate colleagues and acknowledged to meet required service standards • Responses to correspondence are appropriate to need and meet required service standards 	<p data-bbox="1554 228 1825 405">Sort, refer, monitor progress and respond to formal correspondence, to ensure that service standards and business requirements are met <i>(for example statutory returns)</i></p> <ul data-bbox="1554 611 1825 911" style="list-style-type: none"> • Correspondence is sorted, referred to appropriate colleagues and acknowledged to meet required service standards • Responses to correspondence are appropriate to need and meet required service standards 	<p data-bbox="1845 228 2116 507">Sort, refer, monitor progress and respond to formal correspondence and draft straight forward responses to formal correspondence requiring management approval, to ensure that service standards and business requirements are met</p> <ul data-bbox="1845 611 2116 911" style="list-style-type: none"> • Correspondence is sorted, referred to appropriate colleagues and acknowledged to meet required service standards • Responses to correspondence are appropriate to need and meet required service standards

Key inputs/ outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Undertaking research and project work	N/a	N/a	Occasionally work on general implementation of projects as identified by supervisors to meet service delivery requirements	Work on general implementation of projects as identified by supervisors to meet service delivery requirements	Work on the research and implementation of specific parts of projects as identified by supervisors to meet service delivery requirements	Contribute to research and project implementation as identified by supervisors and service area business plans to meet service delivery requirements
Performance Measures	<ul style="list-style-type: none"> N/a 	<ul style="list-style-type: none"> N/a 	<ul style="list-style-type: none"> Completed project work 	<ul style="list-style-type: none"> Completed project work 	<ul style="list-style-type: none"> Completed project implementation plans Projects implemented to agreed plans Feedback from team re implementation of project Effectiveness of completed project objectives, for example, financial standards achieved Research is completed and presented accurately and to meet agreed objectives and timescales 	<ul style="list-style-type: none"> Completed project development and implementation plans Projects implemented to agreed plans Feedback from team re implementation of project Effectiveness of completed project objectives, for example, financial standards achieved Research is completed and presented accurately and to meet agreed objectives and timescales

2. Working with people

Key inputs/ outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Developing the team	Participate in team development activities to support the achievement of individual and team performance and development objectives	Participate in team development activities and assist less experienced colleagues when appropriate to support the achievement of individual and team performance and development objectives	Participate in team development activities and assist less experienced colleagues to support the achievement of individual and team performance and development objectives	Participate in team development activities and assist, coach and mentor less experienced colleagues in the performance of routine tasks to support the achievement of individual and team performance and development objectives	Assist in the recruitment, supervision, training and development of less experienced colleagues in the performance of more complex and / or specialist tasks to facilitate the achievement of individual and team performance and development objectives	Supervise, coach and mentor less experienced colleagues and team members to support the achievement of individual and team performance and development objectives
Performance Measures	<ul style="list-style-type: none"> Feedback received from colleagues and supervisor, for example, word of mouth Performance and development objectives satisfactorily achieved Attendance at identified training and development activities and learning is demonstrated in the workplace, for example, health and safety issues Attendance at and positive contributions made at team meetings Internal policies and procedures complied with 	<ul style="list-style-type: none"> Feedback received from colleagues and supervisor, for example, word of mouth Performance and development objectives satisfactorily achieved Attendance at identified training and development activities and learning is demonstrated in the workplace, for example, health and safety issues Attendance at and positive contributions made at team meetings Internal policies and procedures complied with 	<ul style="list-style-type: none"> Feedback received from colleagues and supervisor, for example, word of mouth contributions Performance and development objectives satisfactorily achieved Attendance at identified training and development activities and learning is demonstrated in the workplace, for example, health and safety issues Attendance at and positive made at team meetings Internal policies and procedures complied with 	<ul style="list-style-type: none"> Feedback from colleagues and supervisor (appraisal and observation) Evidence of completed outcomes of coaching Performance and development objectives satisfactorily achieved Attendance at identified training and development activities and learning is demonstrated in the workplace Attendance at and positive contributions made at team meetings Internal policies and procedures complied with 	<ul style="list-style-type: none"> Feedback from colleagues and supervisor (appraisal and observation) Evidence of completed outcomes of support and coaching Performance and development objectives satisfactorily achieved Learning from training and development activities initiated is demonstrated by the team in the workplace Attendance at and positive contributions made at team meetings Internal policies and procedures complied with 	<ul style="list-style-type: none"> Feedback from colleagues and supervisor (appraisal and observation) Evidence of completed outcomes of supervision and coaching Performance and development objectives satisfactorily achieved Learning from training and development activities initiated is demonstrated by the team in the workplace Attendance at and positive contributions made at team meetings Internal policies and procedures complied with

Key inputs/ outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Building professional relationships	Maintain and build good working relationships with colleagues and service users to deliver the service to required standards	Maintain and build good working relationships with colleagues and service users to deliver the service to required standards	Maintain and build good working relationships with colleagues and service users to deliver the service required	Initiate and build good working relationships with a wider range of colleagues, service users and other agencies to deliver the service to required standards	Initiate and build good working relationships with a wider range of colleagues, internal and external service users and other agencies to deliver the service to required standards	Initiate and maintain a wide range of positive professional relationships with colleagues, internal and external service users to deliver the service to required standards
Performance Measures	<ul style="list-style-type: none"> Feedback received from service users, colleagues and supervisor, for example surveys, word of mouth 	<ul style="list-style-type: none"> Feedback received from service users, colleagues and supervisor, for example surveys, word of mouth 	<ul style="list-style-type: none"> Feedback received from service users, colleagues and supervisor, for example, surveys, word of mouth 	<ul style="list-style-type: none"> Feedback received from service users, colleagues and supervisor, for example surveys, word of mouth 	<ul style="list-style-type: none"> Feedback received from service users, colleagues and supervisor, for example surveys, word of mouth 	<ul style="list-style-type: none"> Feedback received from service users, colleagues and supervisor, for example surveys, word of mouth

3. Working with resources						
Key inputs/ outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Allocating, monitoring and managing resources	<p>Maintain an awareness of the importance of the appropriate use of resources to minimise waste in the delivery of the service</p> <p>Arrange orderly and secure storage of supplies to ensure a safe working environment</p>	<p>Monitor, co-ordinate and distribute stocks of office supplies to minimise waste and maintain the effective operation of the service area</p>	<p>Co-ordinate the provision of stocks of resources and office supplies to minimise waste and maintain the effective operation of the service area</p>	<p>Co-ordinate the provision of stocks of resources and office supplies to minimise waste and maintain the effective operation of the service area</p>	<p>Participate in ensuring the provision of stocks of resources and office supplies to minimise waste and maintain the effective operation of the service area</p> <p>May contribute to the planning, monitoring and evaluation of a small budget to ensure the effective operation of the service area</p> <p>May assist with procurement of funds and sponsorship from companies to meet financial targets and enhance service delivery</p> <p>Likely to assist with marketing and promotion of service area to enhance service delivery</p>	<p>Ensure the provision of resources and office supplies to minimise waste and maintain the effective operation of the service area</p> <p>Contribute to the monitoring of budgets or be allocated a small budget to ensure the effective operation of the service area</p>
Performance Measures	<ul style="list-style-type: none"> • <i>Resource allocation is not exceeded</i> 	<ul style="list-style-type: none"> • <i>Records re stock maintenance illustrating up to date stock levels, timescales, effective distribution and safe storage procedures</i> 	<ul style="list-style-type: none"> • <i>Service level records illustrating orders completed and stock checks made</i> • <i>Audits indicating procedures followed</i> 	<ul style="list-style-type: none"> • <i>Service level records illustrating orders completed and stock checks made</i> • <i>Audits indicating procedures followed</i> 	<ul style="list-style-type: none"> • <i>Service level records illustrating orders completed and stock checks made</i> • <i>Audits indicating procedures followed and cost effectiveness of service</i> • <i>Budget monitoring records</i> 	<ul style="list-style-type: none"> • <i>Service level records illustrating orders completed and stock checks made</i> • <i>Audits indicating procedures followed and cost effectiveness of service</i> • <i>Budget monitoring records</i>

Key inputs/ outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Operating equipment	Operate straightforward office equipment and software to provide an effective service to the public and internal service users	Operate detailed office equipment and software to provide an effective service to the public and internal service users	Operate more detailed office equipment and software and assist colleagues in the use of equipment and software to provide an effective service to the public and internal service users	Operate and guide others in the use of more detailed office equipment and software to provide an effective service to the public and internal service users	Operate, guide others and provide specialist advice in the use of more complex or specialist office equipment and/or software to provide an effective service to the public and internal service users	Supervise staff operating office equipment and software to provide an effective service to the public, internal service users and to meet service requirements
Performance Measures	<ul style="list-style-type: none"> • Time taken to complete tasks using equipment • Quality of items produced (documents etc) when using equipment • Frequency of service provided to service user • Frequency and nature of incidents, for example, faults and accidents related to use of equipment • Software used appropriately 	<ul style="list-style-type: none"> • Time taken to complete tasks using equipment • Quality of items produced (documents etc) when using equipment • Frequency of service provided to service user • Frequency and nature of incidents, for example, faults and accidents related to use of equipment • Software used appropriately 	<ul style="list-style-type: none"> • Time taken to complete tasks using equipment • Quality of items produced (documents etc) when using equipment • Frequency of service provided to service user • Frequency and nature of incidents, for example, faults and accidents related to use of equipment • Software used appropriately 	<ul style="list-style-type: none"> • Time taken to complete tasks using equipment • Quality of items produced (documents etc) when using equipment • Frequency of service provided to service user • Frequency and nature of incidents, for example, faults and accidents related to use of equipment • Software used appropriately 	<ul style="list-style-type: none"> • Statistics re quality of service related to accuracy, completed transactions, timescales • Frequency and nature of incidents and accidents related to use of equipment • Software used appropriately • Feedback related to the effectiveness of guidance and support • Self-appraisal re supervision 	<ul style="list-style-type: none"> • Statistics re quality of service related to accuracy, completed transactions, timescales • Frequency and nature of incidents and accidents related to use of equipment • Software used appropriately • Feedback from team related to the effectiveness of supervision (appraisal) • Self-appraisal re supervision

4. Working with information						
Key inputs/ outputs	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Providing management information	N/a	N/a	Assist in gathering data and financial information related to the work area to support the production of management reports and information on service performance to meet service area requirements	Gather data and financial information related to the work area to support in the production of management reports and information on service performance to meet service area requirements	Gather and process data and financial information related to the work area to support the production of management reports and information on service performance to meet service area requirements	Gather, analyse and evaluate data and financial information related to the work area to support the production of management reports and information on service performance to meet service area requirements
Performance Measures	<ul style="list-style-type: none"> N/a 	<ul style="list-style-type: none"> N/a 	<ul style="list-style-type: none"> Information gathered within timescales and to required quality standards Contributions to reports completed to meet required objectives and standards 	<ul style="list-style-type: none"> Information gathered within timescales and to required quality standards Contributions to reports completed to meet required objectives and standards 	<ul style="list-style-type: none"> Management information completed within timescales, meeting defined objectives and to required quality standards Reports completed to meet required objectives and standards 	<ul style="list-style-type: none"> Management information completed within timescales, meeting defined objectives and to required quality standards Reports completed to meet required objectives and standards

Knowledge, skills and experience

	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Essential	<ul style="list-style-type: none"> • Appropriate level of literacy and numeracy • Basic levels of IT and keyboard skills • Appropriate level of data protection, security and confidentiality awareness 	<ul style="list-style-type: none"> • NVQ Level 2 or equivalent in a relevant subject <li style="text-align: center;">or • Some previous relevant work experience <li style="text-align: center;">and • Appropriate level of literacy and numeracy • Appropriate level of IT and keyboard skills • Appropriate level of data protection, security and confidentiality awareness 	<ul style="list-style-type: none"> • NVQ Level 2 or equivalent in a relevant subject <li style="text-align: center;">and/or • Proven experience as an Administrative Assistant <li style="text-align: center;">and • Appropriate level of literacy and numeracy • European Computer Driving Licence where appropriate • Appropriate level of IT and keyboard skills • Health and safety awareness • Appropriate level of data protection, security and confidentiality awareness 	<ul style="list-style-type: none"> • NVQ Level 2 or equivalent in a relevant subject <li style="text-align: center;">and/or • Experienced at Administrator Level 1 <li style="text-align: center;">and • Appropriate level of literacy and numeracy • European Computer Driving Licence where appropriate • Specific in-house training appropriate to the service area • Appropriate level of IT and keyboard skills • Health and safety awareness • Appropriate level of data protection, security and confidentiality awareness 	<ul style="list-style-type: none"> • NVQ Level 3 or equivalent in a relevant subject <li style="text-align: center;">and/or • Significant experience in administrative work <li style="text-align: center;">and • Appropriate level of literacy and numeracy • European Computer Driving Licence where appropriate • Appropriate level of IT and keyboard skills • Health and safety awareness • Appropriate level of data protection, security and confidentiality awareness 	<ul style="list-style-type: none"> • NVQ Level 3 or equivalent in a relevant subject <li style="text-align: center;">and/or • Extensive experience at Senior Administrator level • European Computer Driving Licence where appropriate • Appropriate level of IT and keyboard skills • Health and safety awareness • Appropriate level of data protection, security and confidentiality awareness • Some supervisory experience

	Administrative Assistant 1 (ref: 1386)	Administrative Assistant 2 (job ref:1387)	Administrator 1 (job ref:1366)	Administrator 2 (job ref: 1367)	Senior Administrator (job ref:1372)	Office Manager / Team Leader (job ref: 1385)
Desirable	<ul style="list-style-type: none"> • Some previous work experience • Straightforward keyboard skills • Basic understanding of corporate equalities standards and impact in immediate work and service area • Health and safety awareness 	<ul style="list-style-type: none"> • European Computer Driving Licence where appropriate • Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area • Health and safety awareness 	<ul style="list-style-type: none"> • NVQ Level 3 • Understanding of corporate equality standards and diversity issues and impact in immediate work and service area • Some experience of guiding and assisting less experienced colleagues 	<ul style="list-style-type: none"> • NVQ Level 3 • Understanding of corporate equality standards and diversity issues and impact in immediate work and service area • Experience of guiding and assisting less experienced colleagues 	<ul style="list-style-type: none"> • Understanding of corporate equality standards and diversity issues and impact in immediate work and service area • Some supervisory experience • Working towards appropriate relevant qualifications in specialist area 	<ul style="list-style-type: none"> • NVQ 4 in a relevant vocational subject or equivalent • CMS qualification or similar • Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area