

Role Profile Description

Date	January 2015
Purpose	To provide business administrative and office services support to one or more service areas.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Prioritising own activities within a series of allocated duties. 	<ul style="list-style-type: none"> • Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality • The team plan is met.
<ul style="list-style-type: none"> • Contributing to team-working. • Assisting in allocating and checking work of colleagues in the same work area. • Supporting and guiding less experienced staff, as required. 	<ul style="list-style-type: none"> • Teamwork is effective. • Colleagues are supported.
Competency measurements	
Clarify what is personally required to do the job well and takes pride in own work. Accept feedback to improve effectiveness.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> • Planning, prioritising and organising own work on a daily basis. • Scheduling meetings and events. 	<ul style="list-style-type: none"> • Issues arising are responded to in a timely manner. • Resources are used effectively and efficiently. • Colleagues and management are supported. • Team objectives are met.
<ul style="list-style-type: none"> • Entering data, checking for accuracy and logic and identifying potential errors. 	<ul style="list-style-type: none"> • Records and information are accurate, complete and processing is effective within guidelines and standard procedures.
<ul style="list-style-type: none"> • Maintaining and conducting standard interrogation of systems/databases; problem-solving and answering queries. 	<ul style="list-style-type: none"> • Accurate and meaningful information is provided to customers and managers. • Problems are resolved within guidelines and standard procedures.
<ul style="list-style-type: none"> • Preparing documents. • Creating and formatting documents. • Locating and delivering documents and information. 	<ul style="list-style-type: none"> • Letters and reports are accurate and complete and available as required.
<ul style="list-style-type: none"> • Taking meeting notes. 	<ul style="list-style-type: none"> • There is an accurate record of the meeting and actions agreed.
<ul style="list-style-type: none"> • Undertaking Fire Warden duties for the building including arranging for regular inspection of the equipment and organising / overseeing practice and emergency evacuation procedures where necessary. 	<ul style="list-style-type: none"> • Equipment is maintained in good working order and is fit for purpose. • The safety of people using the building is maintained.
Competency measurements	
Check facts and consider options before deciding on how best to do own job. Report repeated problems, waste and inefficiency.	

Service Improvement and innovation

Accountable For	End Result
<ul style="list-style-type: none"> • Making recommendations for improvement. • Cooperating with change. 	<ul style="list-style-type: none"> • Improvements are identified and implemented.
Competency measurements Open-minded about new ways of working and committed to make improvements.	

Managing resources

Accountable For	End Result
<ul style="list-style-type: none"> • Receiving, recording and balancing financial transactions including handling cash (including client monies), stock and petty cash • Processing financial transactions and, where necessary, authorising small value refunds 	<ul style="list-style-type: none"> • Payments and receipt of income are dealt with efficiently. • Balances are maintained. • Cash is held securely, according to procedures. • Monies reach the correct destination in good time.
<ul style="list-style-type: none"> • Checking stock levels and requesting necessary supplies, in accordance with service procedures. • Operating and basic maintenance of office and public counter equipment, and other facilities where appropriate. 	<ul style="list-style-type: none"> • Equipment and materials are available to colleagues for service delivery. • Equipment and office supplies safeguarded.
Competency measurements Understand that all actions have a cost so use resources efficiently.	

Customer and Community focused

Accountable For	End Result
<ul style="list-style-type: none"> • Responding to internal and external customer enquiries, including providing responses involving direct contact with members of the public and challenging service users. 	<ul style="list-style-type: none"> • Relevant and accurate information is provided. • Customer service is provided to the required standard.
<ul style="list-style-type: none"> • Carrying out reception and public counter duties, as necessary. 	<ul style="list-style-type: none"> • Customers are informed of the situation and next steps. • Customer service is provided to the required standard. • Accurate bookings are taken.
Competency measurements Respond to customer needs; deal with customers in a courteous, timely and professional manner.	

Qualifications, knowledge, experience and expertise

<ul style="list-style-type: none"> • NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area. • Committed to ongoing personal development. • Knowledge of the procedures in the service area and how to apply them.
<ul style="list-style-type: none"> • Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. • ICT literate relevant to work area. • Working knowledge of relevant software packages. • Working knowledge of who colleagues are and what they do. • Understanding of how to deal with customers to required standards of service. • Knowledge of service provided in own area.