

JOB TITLE: Admin Support Officer
GRADE: H3-H4
REPORTS TO: Senior Support Officer / Team Manager

Purpose of the Job

The post provides business and administrative support to individuals, teams or departments as appropriate.

Main Areas of Responsibility

Duties may involve a combination of the following tasks:

- Utilise software packages such as Microsoft Office, and preparation of letters and documentation according to local procedures and statutory/ legal requirements
- Update and manage computer databases and spreadsheets, provide reports and assist in compiling information such as statutory returns, manage and track expenditure
- Provide professional support to Senior Officers and Managers dealing with confidential and sensitive matters, answer telephone calls and provide information as a first point of contact
- Undertake a range of administrative duties such as note and minute taking, filing, faxing, scanning and photocopying and deal with all general matters including cash handling, correspondence, invoices and timesheets according to local procedures
- Manage team commitments avoiding scheduling conflicts and arrange meetings and training courses, venues, agendas
- Supervise workload of Assistant Support Officer, providing cover in absence e.g. reception and visitor management.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Although there are no specific qualifications required for these roles previous experience in service delivery or a business-related qualification would be beneficial
- You will be a competent administrator with experience of using Microsoft Office who is confident to be the first point of contact for Managers and possess excellent customer care skills
- You will be self-motivated, professional and approachable providing excellent team support and best practice at all times
- You must be willing to undertake a variety of administrative tasks, operating within departmental policies and procedures.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

