

Job Description (Agency)

This form is used to provide a complete description of the generic role and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	AD001 - Administrator (Level 1)		
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Main Tasks

- To operate routine administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To receive, sort and distribute incoming/outgoing mail.
- To provide a frontline customer response service and resolve basic queries.
- To send out routine communications, issue reminders and chase responses.
- To undertake a range of routine tasks specific to the service area, prioritising them as directed and working within approved procedures.
- To undertake routine financial processes including checking stock level and raising orders/requisitions in accordance with approved procedures.
- To check and look after office equipment bringing any issues to the attention of the supervisor.
- To collate, record, store and retrieve data and information as required.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
• Good literacy and numeracy skills	
• To be able to analyse and interpret factual information to solve straightforward problems	
• To be able to communicate, in person and/or in writing, a variety of information to a range of people	
• To be able to use a keyboard with some precision and speed	
• The ability to work under pressure including meeting deadlines and dealing with interruptions	
• The ability to cope in situations where there is an emotional demand arising from the work being undertaken	
• Experience of handling and processing manual or computerised information	