

# 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:	AD002 - Administrator (Level 2)		
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### Main Tasks

- To operate a range of efficient 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 communicate effectively within the team and provide a customer focussed service.
- To provide a frontline customer response service and resolve issues relating to a wide range of routine enquiries.
- To manage the work of a small team and deputise for the Team Administrator as required.
- To support the efficient operation and provision all office services and equipment.
- To undertake research and information gathering activities and provide management information data as requested.
- To undertake a range of financial administrative tasks in accordance with relevant procedures.
- To maintain a range of complex data accurately and securely and retrieve data in a timely manner.
- To maximise the use of ICT to enhance the efficiency and quality of support and service provision.

## 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 independently interpret and analyse information and facts to solve varied 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	
• To be able to work with some initiative and little close supervision	
• To be able to use own initiative to respond independently to problems and unexpected situations	
• 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	
• Ability to supervise a small team, including work allocation, monitoring performance management and support	
• Experience of accounting for considerable sums of money	
• Experience of handling and processing manual or computerised information	