

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:	AD004 - Administrator (Level 4)		
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Main Tasks

- To be responsible for supervision and management and organisation of workload for a team or teams of administrative support staff providing a range of administrative services across a number of functions, supporting a higher level service and can include more than one workplace.
- To be responsible for development and provision of all the administrative processes and procedures in order to support the operation of the service area.
- To proactively seek to ensure effective communication for the team, between teams and across the organisation.
- To be responsible for the provision of an effective customer response service.
- To be responsible for the planning and development of office services for the area concerned and to contribute to corporate initiatives.
- To manage and monitor budgets for the area of responsibility and co-ordinate any work required in that area so as to contribute as required to wider financial and human resource planning.
- To be responsible for the procurement, management and effective use of all assets e.g. buildings, office equipment for the area of responsibility
- To be responsible for the effectiveness of ICT and information systems within the area of responsibility and contribute to the maintenance and development of other systems within the Directorate.

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:
<ul style="list-style-type: none"> Relevant degree or other qualification to NVQ Level 4 or a minimum of 3 years experience within specialist discipline 	
<ul style="list-style-type: none"> The ability to independently interpret and analyse varied and complex information or situations and to produce solutions over the medium term 	
<ul style="list-style-type: none"> The ability to communicate complicated or sensitive information with varied audiences in person and/or writing 	
<ul style="list-style-type: none"> To be able to operate a keyboard at a basic level 	
<ul style="list-style-type: none"> The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role 	
<ul style="list-style-type: none"> The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands 	
<ul style="list-style-type: none"> The ability to cope in situations where there is an emotional demand arising from the work being undertaken 	
<ul style="list-style-type: none"> The ability and experience to contribute to policy development within the service area/wider organisation 	
<ul style="list-style-type: none"> Experience of managing a group of staff over more than one area of activity or workplace 	
<ul style="list-style-type: none"> Experience of accounting for or being accountable for large expenditures including the setting and monitoring of budgets 	
<ul style="list-style-type: none"> Experience of managing a building (Landlord) 	