

JOB DESCRIPTION

JOB TITLE:	Administrative Assistant	JE NUMBER: E619
DIRECTORATE:	Development and Growth	BAND: 3
RESPONSIBLE TO:	Centre Co-ordinator	
RESPONSIBLE FOR:	Not directly responsible for any staff except occasional supervision of an apprentice	
MAIN PURPOSE OF POST:	Based at one of the three Innovation and Enterprise Centres the post holder will assist in the administration and operation of the centre and to provide secretarial, clerical and general office services to building tenants and users of the conference facilities as required. Will be expected to be a key holder and to lock/unlock the building and deal with the intruder alarm system as appropriate.	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Participate in the provision of services to tenants delivering a high level of customer service.
2.	Provide a reception service for both personal and telephone callers including the answering of enquiries and operation of appropriate equipment.
3.	Carry out admin tasks including word processing, photocopying, shredding, mailshots, data inputting, email distribution and maintenance of spreadsheets.
4.	Receipt, distribution and despatch of mail and parcels for tenants of the Innovation Centres.
5.	Maintain accurate manual and computerised records, as required in relation to service provision.
6.	Follow ordering procedures to ensure adequate low value supplies/resources are available to meet office and conference requirements.
7.	To operate a booking system for conference and meeting rooms.
8.	Respond to enquiries effectively and make administrative arrangements for conferences and other events held at the Centre including preparation of room layouts, equipment and refreshments.
9.	To work with information technology and associated systems.
10.	Assist in health and safety including signing in/out of visitors, conference delegates and contractors. Ensure own compliance with authority's Health and Safety Policy /procedures.

11.	Assist in carrying out fire safety evacuations and safety inspection maintaining accurate records.
12.	Report and monitor requests for repair work to the facilities maintenance department as necessary.

GENERAL – To be aware of and implement the following:

Equalities – The council’s Equality and Diversity Policy which sets out the council’s commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees’ Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council’s Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council’s performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	X
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES		NO	X
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Administrative Assistant	JE NUMBER:	E619
DIRECTORATE:	Economic Development	DATE:	2024

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
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Essential		
•	Good interpersonal skills	Application Interview
•	Good verbal and written communication skills	Application Interview
•	Proven customer care skills	Application Interview
•	The ability to work flexible hours if necessary	Application Interview
•	The ability to operate ICT systems (Word, Excel, databases)	Application Interview
•	The ability to work effectively within a small team/with a job share partner	Application Interview
Desirable		
•		
EXPERIENCE		
Essential		
•	Working in an office/reception environment	Application Interview
•	Use of Microsoft Office including Word and Excel	Application Interview
Desirable		
•	Working for or on behalf of a small business (under 10 employees) or in a public sector service delivery	Application Interview

•	Experience in hospitality / conferencing environment	Application Interview
•	Call handling	Application Interview
QUALIFICATIONS		
Essential		
•	Minimum of 4 GCSEs (or equivalent) at grade C or above including Maths and English	Qualification/ Certificates
Desirable		
•	ECDL (or equivalent ICT training)	Qualification/ Certificates
•	NVQ 2 (or equivalent) in Business Admin or Customer Service	Qualification/ Certificates
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 1		

Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level: 1		
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level: 1		
Leading & Communicating	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
Level: 1		
Collaborating and Partnering	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable</p>	Interview
Level: 1		

Developing self and others	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
Level: 1		
Delivering Value for Money	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
Level: 1		
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	Interview
Level: 1		
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture</p>	Interview

Level: 1

where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly