Caerphilly County Borough Council
Job Description and Person Specification

Post Title:	Administration Officer
Job Evaluation ID:	0382CE
Grade:	5
Directorate:	Environment
Division:	Planning, Regeneration & Economic Development
Section:	Regeneration
Unit:	Business Enterprise Support Team
Location:	Tredomen Business & Technology Centre
Responsible to:	Office Manager
Politically Restricted:	No
Disclosure and Barring Service Check:	No

JOB PURPOSE

The work of the Economic Development Division is geared to raising the level of economic activity and employment, and contributing to the improvement of the physical, social and economic well being of the County Borough.

The role is to work within the Business Enterprise Support Team, which provides support to the Business Support and Grants Team, Events and Marketing Team and Urban Regeneration. The post-holder is required to undertake a range of duties, including financial monitoring, administrative support and project management as required and set out in more detail below. The duties arise from the activities undertaken in each of the teams and groups in the Division.

KEY RESULT AREAS

Liaise with teams in Business Enterprise Support on request and ensure that all tasks are completed within mutually agreed timescales.

To seek out creative and innovative solutions to work demands within conflicting priorities from different areas of Business Enterprise Support and make decisions on the appropriate course of action and support required ensuring that all such demands are met.

A greener place   Man gwyrddach

CAERPHILLY CAERFFILI

Manage an individual workload; taking account of conflicting deadlines and urgent requests, to ensure that all tasks are completed within mutually agreed timescales.

Develop and maintain appropriate systems of work, adapting and changing them according to work demands, but ensuring that the guidelines are adhered to in all applicable policies, procedures and working standards (including Data Protection).

Monitor budgets for other teams within the Section, providing reports for Group Managers.

Maintain all staff related procedures, liaising with Personnel and Payroll Officers as appropriate.

Ensure timely and accurate input and authorising of data for processing orders of goods and services and Key Performance Indicators, including the use of OLAS Proactis and Ffynon.

Prepare and process claims relating to contracts and grants and maintain accurate paper and electronic records.

Carry out administrative tasks for the Division as described in the detailed task profile below.

DETAILED TASK PROFILE

- Provide support for meetings within the BEST and Operations Group on request – to include room and refreshment bookings, distribution of papers, minute taking and other similar tasks.
- Manage the content of a variety of databases and registers (including STEAM), ensuring that data stored is up to date and collated according to need.
- Disseminate information to internal and external partners, via email, mail shots, letters, etc.
- Provide support for the organisation of events, as required by the BEST Group's Marketing Team, including processing and monitoring of income.
- Support the teams across the BEST Group and provide information for Group Managers regarding budget monitoring and control.
- Input orders, and expedite invoices using computerised systems i.e. OLAS and Proactis in respect of all divisional payments for goods and services.
- Monitor attendance and sickness absence for all teams in the Division, ensuring that laid down procedures are adhered to consistently.
- Monitor and record all individual training undertaken across the Division and complete a database of this information for submission to Personnel annually.
- Participate in and provide support for a number of task-specific, pan divisional project teams, such as the Regeneration Marketing Group, which is established to develop and deliver periodical newsletters and an annual event.
- To liaise with colleagues in the Division and within internal and external partner organisations as required to progress specific tasks.

KEY WORKING RELATIONSHIPS

In addition to the requirement of working as part of the Central Support Team and Business Centres Team, the post holder needs to maintain effective working relationships with officers across the Division, including the Group Managers. The post holder may also be required to work with colleagues from other departments and from external partners on occasion, in order to deliver a comprehensive support service for the Economic Development Division.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

None

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Responsible for the safe and proper operation of all office equipment within the Business Enterprise Support Team, ensuring that any problems or defects are reported to the line manager.

Responsible for the safe and proper operation of the post holder's computer and any associated equipment.

Data Systems

Responsible for the accurate input and authorising of data on Council databases and systems (including OLAS, Proactis and Ffynon) and the appropriate use of other IT systems and programmes as required by the duties of the post.

WORKING ENVIRONMENT

The post will be based in Tredomen Business & Technology Centre, but the post holder will be required to work from other divisional locations when local support is required.

ORGANISATIONAL RESPONSIBILITIES

- Understands and demonstrates the principles of confidentiality

- Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

- Understands and demonstrates commitment to the Council's Equal Opportunities policies.

- Demonstrate commitment to ongoing personal development

- **The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.**

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATION	5 GCSE's (Grade C or above) Or NVQ Level 3 in Administration or working towards Or Equivalent, relevant qualification on the National Qualification framework	
KNOWLEDGE	Understanding of the systems and administrative operations and procedures within the Council	Knowledge of the activities and priorities for all the different teams in the Economic Development Planning and Regeneration Division Knowledge of the Council's payment and ordering systems – OLAS and Proactis
SKILLS	Excellent IT Skills, including Microsoft Word, Excel and Outlook Use the internet in a structured way as a research tool Able to plan and organise own workload and work to deadlines	
EXPERIENCE	Experience of working unsupervised in a small team and office Experience of fulfilling a range of support duties for a multi-disciplinary team Experience of working with officers and external partners to a high level of seniority Experience in carrying out research; collating and summarising information; preparing briefing papers; and drafting reports in a public sector environment	
OTHER		

CORE COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
Job Knowledge	Level 2: Understands where role fits in the team and can demonstrate a range of skills in the post. Understands the processes and practices that impact on the post. Is proactive in seeking development opportunities to expand knowledge skills and experience.
Communicating & Persuading	Level 2: Communicates with colleagues and customers in an appropriate way consistent with their level of understanding. Confirms understanding with others and shows appreciation of the views and opinions of colleagues and customers. Can find common ground on which to move forward.
Customer Service	Level 2: Ensures that customers feel that the service they have received is personal. Works effectively to resolve problems before they happen. Able to manage customers' expectations effectively. Has an effective rapport with customers building trust and confidence.
Innovation & Change	Level1: Open and receptive to new ideas. Looks at how can improve own job process to improve performance and makes suggestions for improvement. Adapts well to change.
Problem Solving	Level 1: Uses common sense to deal with routine issues. Can quickly identify a problem, establish the correct course of action from a limited range of well-established options and implement the right solution. Escalates problems to line manager or appropriate officer if the issue is non-routine.
Decision Making & Judgement	Level 2: Contributes to decision making. Makes decisions within the scope of the role. Takes action when opportunities present themselves and acts decisively as appropriate. Is able to justify and explain decisions and solve problems.
Planning & Organising	Level 2: Anticipates and plans how to deal with changes in workloads. Estimates accurately the time needed to complete work. Reprioritises work where necessary to accommodate urgent tasks whilst still achieving goals.
Personal Drive & Effectiveness	Level 2: Looks at opportunities to continuously improve performance, knowledge and skills. Delivers to plans and targets. Willingly accepts challenging goals. Works effectively without direct supervision. Displays resilience and tenacity to demands faced. Seeks feedback from others on own performance.
Teamwork	Level 2: Understands the impact of own role on others. Keeps colleagues updated and informed on what is being done. Is approachable and sensitive towards others. Builds productive relationships with colleagues and sees the collective benefits of pulling together.

MANAGEMENT COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
People	NA
Political Understanding	NA
Leadership	NA
Resources & Performance	NA

POST AUTHORISATION

HEAD OF SERVICE:		DATE:	
MANAGER:	J Elliott	DATE:	22/08/2014
HR:	L Farmer	DATE:	22/08/2014

POST REVIEW

OFFICER:		DATE:	
OFFICER:		DATE:	
OFFICER:		DATE:	