

JOB DESCRIPTION

Job Title	Administrative Assistant		
Directorate	Public Health		
Reporting to	Smokefree Somerset Team Leader		
Grade	15		
Evaluation ref:	AG0251	Job Family ref:	
Role Purpose			
Your day-to-day work will be to provide all necessary and appropriate support to the stop smoking team. This will involve tasks including: - Managing the team inbox which will involve regular email and telephone communication with clients. - Being the first point of contact for the service, dealing with and answering emails and calls, and forwarding enquiries appropriately - Contacting and processing new client referrals, recording client data confidentially by navigating the client database and booking system. - Reacting to and supporting service and practitioner requirements as they occur including receipt of deliveries, appropriate storage, postage, booking venues, helping to arrange meetings, photocopying, raising POs in line with requirements of the service. Office time is expected as part of this role.			
Accountabilities			
Administrative Support Demonstrate initiative, organising and prioritising skills in providing a general administrative support to the team/centre/group as required including: Opening, sorting, recording, distribution of post, operating franking machine where required. Photocopying, arranging duplicates/printing Postage of products and resources Co-ordinating diaries and availabilities to arrange meetings, organise venues, maintain booking systems, arrange car parking, etc. Use acquired knowledge and initiative to respond to day-to-day requests for routine business/administrative support made by service practitioners/senior officers. Confidentiality Provide a support service and within established procedures/guidelines, use initiative to compile, store, revise and print text, tables, spreadsheets, official documents and reports. This may include working under direction with specialist documents according to specialised protocols. Ensure the confidentiality of sensitive/legal matters during text preparations and storage.			

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Maintain a basic understanding of service activities in order to minute/note take at meetings, recognising where appropriate the confidentiality of matters discussed. Prepare material for presentation/circulation as directed.

Correspondence

Select options and standard paragraphs in the preparation and issue of routine correspondence e.g. performance licenses.

Data Processing

Work with accuracy to update and maintain computerised record systems to input, extract and amend data and information. Use knowledge and experience of the process / system to identify potential errors and within established criteria, make corrections or escalate for resolution. Maintain confidentiality as required.

Customer Service

Act as a first point of contact and use acquired knowledge and initiative to provide information for clients, suppliers, the public and staff. Provide a reception service for visitors as required and ensure that enquiries are dealt with promptly and efficiently. Within established criteria provide responses and deal with issues as raised. Otherwise make an accurate record and refer to senior officers for resolution.

Purchase Ledger

Use approved systems to prepare and process orders for stationery/goods/services. Receive and check delivery notes, invoices and accounts. Where required input data to approved budget monitoring system. Process invoices for payment after certification by a senior officer. Raises invoices as directed.

IT Monitoring and Support

Support practitioners, senior officers and managers by undertaking routine housekeeping of IT systems and other sundry manual equipment in accordance with laid down procedures. Undertakes a range of routine health and safety and premises matters as required including asset monitoring and recording/reporting equipment faults. Uses initiative to chase repairs, etc.

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Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
Sound working knowledge of IT systems including Microsoft Word, Excel, Outlook, databases/CRM systems.	x	
Understand the need to follow agreed processes to ensure consistency is provided	x	
A knowledge/understanding of the Public Health sector.		x
Experience		
Relevant experience working in an office environment.	x	
Experience of working independently and as a team.	x	
Experience of gathering and collating information.		x
Previous experience of finance work and systems.		x
Previous experience of using SharePoint, computer-based telephony systems and Microsoft Teams.		x
Qualifications / Registrations / Certifications		
Be educated to GCSE level or NVQ level 2, including English and Maths (grade C or above).	x	
A level or NVQ level 3 qualification.		x
Skills		
Excellent communication skills both verbal and written	x	
Have an ability to prioritise conflicting work demands and make decisions.	x	
Has the ability to produce high standards of accurate work.	x	
Ability to critically analyse the appropriateness of work requests.		x
Positive, committed, adaptable, thorough, and confident approach.		x
Good work presentation and high accuracy.		x
Must possess tact and diplomacy, can use own initiative, be flexible and adaptable.		x
Proactive and able to work with little or no supervision.		x
High level of organisational skills.		x

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The ability to work at a fast pace.		X
Demonstrates a commitment to safeguarding and promoting the welfare of children.		X
Extremely flexible work approach to the fast-paced operational needs of the service.		X
Ability to travel to our different centre locations.		X
Working Conditions		
This role is based at County Hall, Taunton		
Dimensions of the role		
On occasions, service users and members of the public may be distressed or become challenging requiring confidentiality, tact and discretion and decisions on the best course of action to take. There is regular interaction with community groups, elected members and external agencies to pass and receive information or deal with routine queries. Regular contacts occur with Business Support and service colleagues to pass and receive information, to receive work instruction and to resolve front line problems. Where needed help with Domestic and hospitality requirements where there are operational needs at the centre.		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: