



Cumberland Council

Post Specification

Date	August 2023
PG Number	PG 1506
Post Title	Administration Assistant
Job Family	Adult and Local Services - Cumbria Care
Job Family Role Profile	BS4
Final Grade	Grade 4

To be read in conjunction with the job family role profile

Service Area description	
Cumbria Care	
Purpose of this post	
To provide clerical, administrative and word processing support to the service manager and other supervisory staff to promote their effective and efficient operation.	
Key job specific accountabilities	
• Word Processing Using appropriate technology and equipment, produce and distribute high quality typed work, as required, to assist the prompt and accurate presentation of information, guidance, correspondence, records and reports. • Records Maintain records and files, as necessary, to meet the requirements of the service manager and supervisory team to ensure the information they have is current and accurate. • Clerical To provide general clerical support to the service manager and supervisory staff (including basic correspondence, photocopying and wage returns) to enhance the functions of the service. • Other Services Provide other support services, as required, including receiving and assisting callers, arranging meetings and appointments, answering the telephone, the distribution of correspondence and circulars, messaging and co-ordinating responses in order to promote an efficient level of service. • Links with Other Staff Co-operate with other colleagues in local and central office to ensure that the overall service provided is of high quality and effectively and efficiently meets the needs of operational activities. • Health and Safety You are responsible as far as is reasonably practicable for your own health and safety and the health, safety and welfare of other people in the course of your work and are expected to take any necessary / appropriate action to ensure	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget	•
Responsibilities	

Staff Management Responsibilities	•	
Other	•	
Essential Criteria - Qualifications, knowledge, experience and expertise		
	Essential	Desirable
Qualifications / training / competence	RSA II typewriting / word processing or equivalent. Word processing and computer skills.	RSA III typewriting. NVQ Level 2. 3 GCSE's or equivalent including English.
Relevant experience	Competence in IT equipment. Competence in dealing with service users and staff both in person and by telephone.	IBM Advent Windows 95 Word Star
Knowledge		Knowledge of Social services Departments
Skills / abilities	Competency to communicate well verbally and in writing. Organisational skills. Competence in working on own initiative.	
Personal skills	<u>Customer Care</u> Strong focus and a desire to deliver a quality service. <u>Team-working</u> An ability to work within a team environment, working together to develop and continually improve the service. <u>Flexibility</u> A willingness to be flexible to support changing requirements of customers and the business.	
Disclosure and Barring Service – DBS Checks		
• This post does not require a DBS check.		
Job working circumstances		
Emotional Demands	•	
Physical Demands	•	
Working Conditions	•	
• Other Factors:		

