Role Profile

Date	**1 June 2007**
Family	**Service Administration**
Role Profile Level	**1A**

PURPOSE
To provide routine support to one or more Council services.

ROLE ACCOUNTABILITY	**END RESULT**
Office Services	
Handle & distribute mail.	• Effective distribution of correspondence
Documents	
Filing, photocopying, faxing, shredding and enveloping and franking	• Deliver outputs to required standards and productivity • Support colleagues and team in achieving their objectives
Data Management	
Enter standard data to established systems.	• Accurate upkeep of information and records • Allow progress and status to be tracked • Allow reports to be run
Customer Guidance	
Provide standard information in response to internal and external customers' queries including standard written responses.	• Provide an answer in line with given guidelines • Provision of customer service to required standard
Supplies	
Order distribute and store supplies as directed	• Equipment and materials are accessible to colleagues for service delivery
Meetings	
Provide hospitality and refreshments for visitors and meetings	• Visitors catered for

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Typically involves supporting internal customers. May involve some direct contact with members of the public to provide straightforward information under direction
Working Environment Context (physical, disagreeable, health and safety aspects)
Office or public building based/may involve moving equipment and trolleys and working in archives
Creativity; discretion; impact: concentration
Very little discretion and very low impact working under direction. Matching addresses and locations
Planning requirement
Working under direction some limited discretion of which task to do first.
Key facts and figure ranges (include likely size of any team managed)
No people management or budget involvement
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
No qualifications required Basic literacy and numeracy
Equipment operated and essential skills
Operation of office equipment (e.g. fax, photocopier, scanner) Basic IT skills