

JOB DESCRIPTION

Job Title: Administrator – Information Management		Ref No:	JE Ref: G535
Department: Social Work Services		Band: 5	Location: Records Store, Lochside Ind Estate, Irongray Road, Dumfries
Responsible To:	Team Leader Performance and Information Governance		
Responsible For:	N/A		
Job Purpose:	To manage and support the overall provision of an efficient and effective administrative support service within the Strategic Planning and Delivery Team to meet the needs of the service.		
Main Responsibilities:	• Liaise and maintain relationships with internal and external colleagues, individuals and organisations, ensuring effective communication and appropriate responses to complex enquiries or needs of the service. • Plan, organise and allocate all administrative work in accordance with the service priorities and ensuring that procedures are carried out in a professional, effective and efficient manner. • Identify ongoing effectiveness of administrative operational procedures and guidelines, ensuring standards are reported and ensuring resources are allocated and sourced effectively to achieve the needs of the service. • Independently carry out a wide range of tasks associated with a busy administrative support service including assisting with the organisation of service activities.		
Job Activities:	1) Being the first point of contact to respond to specific enquiries for the service quickly, efficiently and accurately. Ensure that all urgent enquiries receive an immediate response and other messages are allocated and responded to in an appropriate and timely manner through use of initiative and knowledge. 2) Support senior members of the service to communicate effectively to others by updating and preparing monitoring reports as required. Maintain up to date records using service related or corporate computer data systems or software, e.g. HR or Financial. 3) Undertake supervisory responsibilities for all clerical staff identified, as directed. 4) Develop, update and maintain paper and computer-based data systems relating to the needs of the service and ensure the service achieves expected standards. 5) Use word processing and other relevant software to prepare letters, reports, presentation and minutes and any other complex documentation as required.		

	6) Accurately support the administration of internal and external meetings as required. Taking and preparing minutes and reports and preparing and distributing other related correspondence. 7) Observe strict confidentiality, exercise tact and discretion in carrying out tasks. Process and obtain confidential paper based or computerised information through creating and updating files, data input, data retrieval and file reading in an accurate and timely way. 8) Undertake general administrative duties including processing and preparation of mail, orders, and the management of filing systems used by the team. 9) File and archive material as required using the central filing or specific information systems. 10) Identifying and ordering stock supplies and equipment for the wider team, ensuring they are sourced through the Councils procurement systems and processes and distributed effectively. 11) Assist with providing an overall efficient administrative support service by having a flexible approach towards own workload. 12) To carry out any other duties commensurate with the level and nature of the post as directed and consistent with the job purpose.	
Performance Management	<i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i> • To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.	
Prepared by:		Date:

Jan 2012 //HR