Aberdeenshire COUNCIL **Job Profile**

February 2016

1. JOB IDENTITY

Post Title: Administrator **Grade:** Admin F

2. JOB PURPOSE

- Provide efficient and effective, customer focused support to Council Services, working on an individual basis or collaboratively as part of a team

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Word process and produce a range of documents
- Organise meetings and events including booking venues, issuing invitations, distributing documentation and minute taking of formal meetings or hearings as required
- Respond appropriately to enquiries in person or by telephone, in writing or e-mail
- Extract and manipulate data to produce management information and reports
- Update and maintain records, files and databases in line with corporate records management standards
- Order goods and services
- Process invoices and payments which includes the use of financial management systems e.g. oracle
- Allocation of work to support assistant(s) or other employees as required
- Undertake general office duties including photocopying, processing mail and providing reception cover as required

4. QUALIFICATIONS AND TRAINING

Essential:

- Educated to Higher Grade level or equivalent transferable experience and skills
- Word processing or secretarial qualification or ability to demonstrate typing speed and accuracy of 32 words per minute

Desirable:

- Customer service qualification
- ECDL or equivalent

Agreed

5. EXPERIENCE

Essential:

- Proven track record of experience in an office environment
- Experience in using Microsoft Office packages to a proficient standard
- Experience of maintaining records and databases
- Experience in extracting and manipulating data

Desirable:

- Supervisory experience

6. KNOWLEDGE AND SKILLS

Essential:

- Excellent communication and organisational skills
- Capable of prioritising workload to meet competing demands
- Ability to work on own initiative and as part of a team
- Accuracy and attention to detail
- Ability to deal with confidential and sensitive matters
- Ability to respond appropriately to customer needs
- Flexible and adaptable

Desirable:

- Knowledge of Local Government

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post

Agreed