JOB DESCRIPTION

Job Title: Administrator		**Ref No:**	**JE Ref:** G535
Department: Enabling & Customer Services	**Band:** 5	**Location:** 122-124 Irish Street, Dumfries	
Responsible To:	Administrative Officer, Vulnerable Persons Hub		
Responsible For:	Nominated Senior Clerical Assistants		
Job Purpose:	To manage and support the overall provision of an efficient and effective clerical and administrative support service within the Vulnerable Person's Hub in a wide range of settings 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 enquires or to the 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 arranging times and dates for events or training, scheduling appointments or meetings for others and 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 though 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, e.g. performance management, financial etc. 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. Support staff recruitment and on the job training as required and develop a plan for the current and anticipated work for the business/administrative support team. 4) Develop, update and maintain an office procedures manual and computer based data systems relating to the needs of the service		

	and ensure the business support service is appropriately resourced to achieve 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 filing 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. Taking and organising bookings, events and meetings, ensuring appropriate resources are in place for successful delivery and use of record keeping systems. 9) File and archive material as required using the central filing or specific information systems. 10) Ensure accurate financial records are maintained. Complying with the Councils financial procedures and using the Councils financial software undertake cash handling and processing of invoices and/or other financial documents as required 11) 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. 12) Assist with providing an overall efficient administrative support service by having a flexible approached towards own workload, and supervising more junior members of staff. 13) 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	***The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.*** • 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:	**Joan Nicholson**	**Date:2026**

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