**CCDG Job Specification**

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| **Job Title**: | **Administration Assistant** |
| Created on: | **SEPTEMBER 2015** |
| Reports To: | **Team Manager** |
| Division/Dept/Location: | **CAREERS CENTRE LOCATION – AREA BASED** |
| Overall Purpose of Role: | To provide efficient and effective administrative and reception support to area teams and centres, including administrative activities in support of Business Improvement, SMT and administration of activities relating to vacancies where required. |
| Education/Qualifications/Specific Training - essential | A minimum of 2 GCSEs (A-C) including English or Welsh or an alternative equivalent qualification such as NVQ Business Admin or relevant experience. |
| Education/Qualifications/Specific Training – desirable | * NVQ 2 in customer care or an alternative equivalent qualification |
| Knowledge/Skills/Experience(\* = essential) | Practical and demonstrable experience and knowledge in the following areas:  \* Ability to communicate effectively and deal with queries (telephone, e-mail and face-to-face) with members of the public, internal staff and key stakeholders.  \*Commitment to showing excellent customer service.  \*Ability to deal with non- routine enquiries where negotiation and persuasion may be required  \* Demonstrable ICT Skills in relevant technology  \*Ability to organise and prioritise own workload and the deadline demands of various departments  \*Ability to prioritise and keep to tight deadlines  \*Ability to use initiative and judgement in day to day duties  \* Ability to work as part of a team  \*Demonstrable understanding of equality of opportunity, including the issues and concepts of working within a bilingual society  \*Must have experience of (or a willingness to learn about) a variety of ‘vacancy databases’ including the Apprenticeship Matching Service, Jobs Growth Wales and Careers Wales .com  Ability to communicate through the medium of Welsh is desirable. |
| Behavioural Traits | **Aptitudes**:   * flexibility, * planning, * capacity to learn and develop,   **Personal Qualities:**   * self-awareness, * service orientation, * assertiveness, * achievement focus, * self-reliance * able to embrace change positively * attention to detail |
| **Key Inputs** and Key Outcomes |  |
| Key Input 1 Provide administrative support services to area teams, vacancy support services, Business Improvement or Service Development teams or SMT functions as required | Key Outcomes 1  * 1. Managers and other staff receive timely and efficient support in a range of administrative duties in relation to the delivery of services across the area   2. Data is collated and provided on behalf of teams and managers as required   3. Preparation of documentation, presentations and information packs as required. |
| Key Input 2 Contribute to the facilitation of external and internal meetings and events | Key Outcomes 2  * 1. Effective liaison with relevant stakeholders to ensure correct representation at meetings and/ or events   2. Production of succinct minutes to ensure accuracy of agreed actions Ensuring cost effective and appropriate venues for company and business activities   3. Relevant supporting paperwork is produced accurately, efficiently and in a timely manner. |
| Key Input 3 Provide high quality administrative support for relevant offices and centres | Key Outcomes 3  * 1. Processes related to the franking, opening and distributing of mail are operated efficiently.   2. Stock-room stationery requisitions and deliveries are managed effectively.   3. Preparation of meeting rooms in advance of meetings ensuring that reception areas meet company standards.   3.4 Fulfilling all other office functions such as the administration of petty cash, photocopying, printing, filing and processing of documents. |
| Key Input 4 Provide reception support at careers centres or area offices as required. | Key Outcomes 4  * 1. Customer experience is maintained to a high standard at all times by meeting and greeting customers, making appointments, signposting customers to appropriate members of staff and message-handling   2. Internal and external phone calls are dealt with in accordance with the company’s standards, and appropriate levels of support offered including signposting and making appropriate appointments. |
| Key Input 5Support the provision of an efficient and effective vacancy –handling service for employers, learning providers, colleagues and clients, as necessary | Key Outcomes 5  * 1. Clients, employers and learning providers’ enquiries are actioned within agreed timescales.   2. Vacancy queries are signposted to other Careers Wales colleagues as appropriate.   3. Jobs Growth Wales and Careers Wales.com site are created and maintained appropriately  5.4 JOBS GROWTH WALES vacancies are quality assured and “made live” when tasked to do so. |
| **Health and Safety Statement** | Every employee has a responsibility under the Health and Safety at Work Act to:   * Comply with the Health and Safety Policy, the Health and Safety Management Plan and all company safe work practices * Ensure the safety of themselves and others in the workplace * Immediately report any unsafe condition, dangerous occurrence or injury to their line manager * Ensure they are able to competently and safely perform any work they undertake * Co-operate with the Company on all matters of health and safety |
| Child & Vulnerable Adult Protection Statement | The Company is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all its employees to show this commitment. |