

ROLE PROFILE

Role Title:	Administrative 1	
Role Ref:	A1	
Overall Purpose of Role:	Responsible for the application of a wide range of clerical or administrative functions at a high level which may include some supervisory responsibility.	

Key Areas	Key Accountabilities
<p>Delivering Results Delivering high quality services to the community/customer</p>	<ul style="list-style-type: none"> • Produce a range of accurate and timely work. • Deliver services, within budget, to customers/clients to standards set by the Service Unit, using initiative and independent action to achieve the result. • Monitor and record own and service output, against performance targets, take corrective action and/or inform Manager as required. • Provide advice/guidance and interpretation of Council procedures/processes. • Manage the administrative processes to contribute to the Council's compliance with its statutory obligations. • Deliver research material, with possible recommendations for action, for use by other officers. • Deliver the tasks agreed annually in your performance agreement.
<p>Managing Relationships Creating a climate that enables people to achieve business objectives</p>	<ul style="list-style-type: none"> • Manage relationships with Members, the public, customers and partner organisations to enable the direct delivery of services. • Develop an effective network of relationships inside and outside the Council to help deliver own service tasks/outcomes. • Maintain relationships with own staff and/or others for the most effective achievement of business requirements.
<p>Managing Resources Utilising resources effectively</p>	<ul style="list-style-type: none"> • Plan and organise own workload and possibly that of others to ensure that all duties are performed to agreed targets and timescales. • Make most effective use of others' available time. • Ensure own knowledge and skills are current and up-to-date. • Facilitate the sharing of knowledge. • Make efficient use of physical resources. • May manage the delivery of specified services within a defined budget. • Make best use of IT.
<p>Managing Processes Ensuring high standards, best practice and business improvement</p>	<ul style="list-style-type: none"> • Work within a range of defined procedures and processes and statutory instruments, covering service delivery, resource and relationship management. • Interpret and adapt procedures to achieve service delivery. • Review procedures and practices in light of customer comments and best practice elsewhere and advise management on potential improvements. • Establish and maintain computerised and manual information systems to support service delivery. • Collect, analyse, interpret, process and present a range of information for use by others.
<p>Future Focus Providing a sustainable future</p>	<ul style="list-style-type: none"> • Actively solicit customer views on the nature and quality of the service provided. • Contribute to and/or initiate the development and improvement of methods of service delivery.

Competencies required at trained and proficient level					
Core Competencies		Level	Role Specific Competencies		Level
Self-Motivation		1	Interpersonal Skills		2
Adaptability		2	Financial/Commercial Awareness		1
Quality Focus		1	People Management		1
Customer Care		2			

ROLE HOLDER PROFILES

Necessary role-related knowledge, skills and experience at selection	
ESSENTIAL	PREFERRED
<ul style="list-style-type: none"> • Good standard of education equivalent to 'A' level • May require a specified role-related qualification • Proficient administrative skills acquired over several years • Role-related experience • Knowledge of role-related legislation and statutory requirements • Knowledge of word processing/spreadsheet software packages • Numerate • Specific roles will require the ability to travel between sites and to any role-related contacts that may include customers, clients, suppliers, external organisations and other Local Authorities • Able to meet the criteria specified in the Core and Role-Specific Competencies 	<ul style="list-style-type: none"> • Supervisory experience • Knowledge of and familiarity with role specific activities and operations • Knowledge of role-specific processes and practices • Familiar with and skilled to a proficient level in role-related software applications • Good keyboard skills • Able to use Microsoft Office • Familiar with an able to use the Internet

Progression in Role

Inductee:	
Estimated time to get up to speed: <input type="text"/>	
<ul style="list-style-type: none"> Has acquired role-related knowledge/training in line with role-related training matrix 	
Proficient: What characteristics will the proficient role holder display?	
<ul style="list-style-type: none"> Able to undertake work encompassing a range of tasks/project activities within defined procedures, processes and statutory instruments to a proficient standard Able to effectively deliver specified services within a defined budget Able to use allocated physical resources efficiently Able to coach and support others effectively Able to contribute ideas and make recommendations on how to improve service delivery Able to collect, accurately record, process and present a range of information, manually and electronically, to agreed timescales 	
Advancing 1: What characteristics will the advancing 1 role holder display?	
<ul style="list-style-type: none"> Able to deliver an excellent service consistently, within budget Able to show financial awareness of the service being provided Able to take personal responsibility for correcting 'customer' service issues and instil in others a similar philosophy Able to suggest and implement improvements to service delivery/processes consistently 	
Additional Competencies at this level:	
<ul style="list-style-type: none"> Self Motivation Level 1 (outstanding) Quality Focus Level 1 (outstanding) Influencing & Communication Level 1 	<ul style="list-style-type: none"> Teamwork Level 2 Planning & Project Mgt Level 1
Advancing 2: What characteristics will the advancing 2 role holder display?	
<ul style="list-style-type: none"> Has acquired more complex operational knowledge in own area of working in addition to 'core' administrative duties Able to assign clear responsibilities to others Able to provide advice, within own area of expertise to other Units within the Council Able to look critically at operations and be highly pro-active in setting up improvements to service delivery Is respected internally and externally as an expert in own area Able to take a more pro-active role in budgeting/monitoring expenditure Is less reliant on manager for direction and works confidently on day to day organisation of workload for self and others 	
Additional Competencies at this level:	
<ul style="list-style-type: none"> Adaptability Level 2 (outstanding) Customer Care Level 2 (outstanding) Influencing & Comm Level 1 (outstanding) 	<ul style="list-style-type: none"> People Management Level 1 (outstanding) Problem Solving Level 1

Advanced: What characteristics will the advanced role holder display?

Estimated time to get to advanced:

- Able to exceed standards regularly and significantly
- Able to set and agree clear expectations of standards of delivery with own staff
- Able to display sound knowledge of policies, systems and procedures
- Able to make a positive contribution to team objectives
- Able to give timely constructive criticism as well as praise
- Know how to access and present information
- Is recognised as a source of sound, practical advice and guidance within the role.
- Has specialised role-related knowledge that may be more technical in nature
- Able to anticipate future customer needs and advise on changes that may be required
- Able to take full account of the impact of decisions in terms of benefits as well as drawbacks
- Able to represent the section within scope of own role with outside bodies/organisations
- Able to focus on customer needs outside own area of expertise but within overall Service Unit responsibilities and ensure quality delivery
- Is willing to take on new skills/develop as required

Additional Competencies at this level:

- | | | | |
|--------------------------|-----------------------|-------------------|-----------------------|
| • Fin/Comm Awareness | Level 1 (outstanding) | • Decision Making | Level 1 |
| • Planning & Project Mgt | Level 1 (outstanding) | • Problem Solving | Level 1 (outstanding) |