

ROLE PROFILE

Role Title:	Administrative 3	
Role Ref:	A3	
Overall Purpose of Role:	Responsible for a specified range of clerical functions, mainly under close supervision and direction.	

Key Areas	Key Accountabilities
<p>Delivering Results Delivering high quality services to the community/ customer</p>	<ul style="list-style-type: none"> • Produce accurate and timely work. • Deliver services to the customer/client to set standards. • 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"> • Liaise with others as required to foster good working relationships to enable efficient service delivery. • Work under close supervision. • Refer unfamiliar situations and/or work not covered by standard procedures upwards or to a more experienced colleague.
<p>Managing Resources Utilising resources effectively</p>	<ul style="list-style-type: none"> • Work effectively and efficiently. • Share knowledge with colleagues and others to enable the objectives of the Service Unit to be achieved. • Use allocated “tools for the job” effectively possibly including the safe and secure handling of monies. • Make best use of IT where this is necessary for the specific role.
<p>Managing Processes Ensuring high standards, best practice and business improvement</p>	<ul style="list-style-type: none"> • Work within defined processes and/or standards of service for the role with limited discretion on the way the role is carried out. • Record and process information to agreed standards.
<p>Future Focus Providing a sustainable future</p>	<ul style="list-style-type: none"> • Report customer complaints and pass on customer comments to manager so that improvements and/or changes or new services can be developed.

Competencies required at trained and proficient level					
Core Competencies		Level	Role Specific Competencies		Level
Self-Motivation		1	Interpersonal Skills		1
Adaptability		1	Teamwork		1
Quality Focus		1			
Customer Care		1			

ROLE HOLDER PROFILES

Necessary role-related knowledge, skills and experience at selection	
ESSENTIAL	PREFERRED
<ul style="list-style-type: none"> • Basic clerical skills • Basic keyboard skills • Able to meet the criteria specified for the Core and Role-Specific Competencies 	<ul style="list-style-type: none"> • Familiar with and skilled in role related software applications

Progression in Role

Inductee:	
Estimated time to get up to speed: <input type="text"/>	
<ul style="list-style-type: none"> • Has acquired role-related training in line with training matrix • Has acquired knowledge of role-related systems, software and processes 	
Proficient: What characteristics will the proficient role holder display?	
<ul style="list-style-type: none"> • Has completed specified induction training for role • Able to produce accurate and timely work within defined processes/standards on a regular basis • Able to contribute to process improvement by passing on customer comments to own manager 	
Advancing: What characteristics will the advancing role holder display?	
<ul style="list-style-type: none"> • Able to exceed expectations on a regular basis • Delight customers with performance and delivery of service • Positive feedback from customers – helpful and easy to do business with • Require less close supervision • Able to confidently handle unfamiliar situations without guidance from others • Able to suggest ways of improving process/achieving it quicker/doing it better in the future 	
Additional Competences at this level:	
• Adaptability	Level 1 (outstanding)
Advanced: What characteristics will the advanced role holder display?	
Estimated time to get to advanced: <input type="text"/>	
<ul style="list-style-type: none"> • Able to produce output that is consistently above the required standards • Seek more challenging work consistently • Able to manage role-related tasks easily • Actively solicit customer views on the nature and quality of the service provided 	
Additional Competencies at this level:	
• Customer Care	Level 1 (outstanding)
• Teamwork	Level 1 (outstanding)