

ROLE PROFILE

Role Title:	Administrative 2	
Role Ref:	A2	
Overall Purpose of Role:	Responsible for the application of a range of clerical or administrative functions that 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 to customers/clients to standards set by the Service Unit, using some discretion to achieve the result. • Record own output performance and discuss any issues of delivery with manager. • Provide advice/guidance on Council procedures/processes. • 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 internally and externally, including the public and customers as required, to promote good working relationships that enable efficient service delivery.
<p>Managing Resources Utilising resources effectively</p>	<ul style="list-style-type: none"> • Carry out own workload to ensure that all duties, which may include overseeing/prioritising tasks/activities for self and others, to ensure that all duties are performed to agreed targets and timescales. • Share knowledge with colleagues and others to enable the objectives of the Service to be achieved. • Make efficient use of resources/equipment that may include the safe and secure handling of monies. • 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 defined procedures and processes and statutory instruments, which may require some interpretation in carrying out advanced administrative tasks. • Establish and maintain computerised and manual information systems to support service delivery. • Collect, 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"> • Anticipate and respond to customer needs and when appropriate propose better working practice to manager.

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(O)			

(O): Outstanding

ROLE HOLDER PROFILES

Necessary role-related knowledge, skills and experience at selection	
<p style="text-align: center;">ESSENTIAL</p> <ul style="list-style-type: none"> • Good standard of education equivalent to GCSE/ 'O' level • Role-related experience • Good administration skills • Good keyboard skills • Knowledge of word processing, spreadsheet, graphics and database software packages • Numerate • Individual roles may require incumbents to work outside of normal office hours • Individual roles may require incumbents to have the ability to travel between sites and to role-related contacts • Able to meet the criteria specified in the Core and Role-Specific Competencies 	<p style="text-align: center;">PREFERRED</p> <ul style="list-style-type: none"> • Experience of using Microsoft Office • Knowledge of and familiarity with role specific activities and operations • Knowledge of role specific processes, practices and standards • Familiar with and skilled in role-related software applications • Individual roles may require incumbents to have undergone additional training and/or possess specific qualifications prior to selection. However, training will be given where this is necessary to fulfil the role

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 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"> • Able of produce a range of accurate and timely work regularly • Able to deliver services to set standards consistently • Able to provide appropriate and accurate advice • Be clear and straightforward and use plain language when speaking • Be confident and calm when dealing with customer queries and complaints 	
Advancing 1: What characteristics will the advancing 1 role holder display?	
<ul style="list-style-type: none"> • Able to plan and organise own workload and possibly that of others to ensure that all duties are performed to agreed targets and timescales. • Able to recognise areas for potential process improvement • Understand Council's financial framework and procedures (applicable to roles that have some delegated financial expenditure authority) • Able to monitor efficient use of resources • Able to use initiative to anticipate future workload and / or customer needs 	
Additional Competencies at this level:	
• Interpersonal Skills Level 1 (outstanding)	• Teamwork Level 1 (outstanding)
Advancing 2: What characteristics will the advancing 2 role holder display?	
<ul style="list-style-type: none"> • Show more confidence when supervising others, including allocating tasks and overseeing activities, without reference to higher authority • Able to confidently handle less familiar situations without referring upwards or asking for help • Starting to show ability and skills to undertake other staff roles within the service at the same level • Able to produce quality work well within agreed timescales • Able to show a wider understanding of issues affecting the section/department and how own role helps to contribute to service delivery • Evidence of acquiring new and updating existing skills and knowledge 	
Additional Competencies at this level:	
• Self Motivation Level 1 (outstanding)	• Quality Focus Level 1 (outstanding)
• 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 exceed customer expectations consistently • Able to suggest and make process improvements consistently • Acknowledged expert in use of role-related systems and software • Able to coach others in the efficient and effective use of role-related software packages • Able to demonstrate flexibility and skills to undertake other staff roles within the service at the same level and instil confidence in peers and customers that they can carry them out effectively • Able to demonstrate efficient utilisation of allocated resources, including budgets and people • Contribute to and/or initiate the development and improvement of methods of service delivery 	
Additional Competencies at this level	
• Adaptability Level 2	• Problem Solving Level 1
• Customer Care Level 2	