



Job Outline

Directorate of Children, Families & Schools

Job Title	Children's Services Administrator Level 1	Post Number	
Responsible to	Senior Children's Services Administrator	ERYC Grade	3

Overall Purpose: To provide comprehensive support to a department undertaking a range of duties which are administrative and contribute to the effective and efficient running of services.

Principal Accountabilities	
1	Provide support to operational services by undertaking service-specific administrative duties.
2	Creating and maintaining effective filing systems both physical and IT based and facilitate document management through photocopying, scanning and indexing.
3	Check, process and produce documentation and data using a range of IT systems including Microsoft Office and service specific packages.
4	Assist in ordering, delivery and payment for goods or services.
5	Invoice and payment processing in line with corporate financial systems.
6	Cash handling both petty cash and digital payments.
7	Reception duties including meet and greet responsibilities.
8	Telephone duties including answering calls, responding to customer enquiries and taking messages for internal and external calls.
9	Deal with routine correspondence and facilitate communication with customers by email, telephone and post as well as managing service area e-mail inboxes.
10	Provide assistance at departmental functions/events including recruitment and

	selection.
11	Attending meetings as required and taking minutes/ action notes
*	In your role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 77-84 of the Immigration Act 2016
	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



EMPLOYEE SPECIFICATION

POST TITLE: Children's Services Assistant (Level 1)

ERYC Grade: 3

Essential Criteria

- Able to use English confidently to fulfil all spoken and written aspects of the role.
- Able to use basic mathematics if required in the role
- Able to demonstrate competent use of IT
(eg Microsoft Word, Excel, Powerpoint, Internet & Email)
- Understands how to provide good customer care
- Maintains confidentiality at all times, in compliance with Data Protection requirements.
- Can work on own initiative and also as part of a team
- Can manage own time and workload effectively and meet deadlines
- Pays attention to detail and produces accurate work
- Builds trust and positive relationships
- Is honest, trustworthy and professional
- Able and willing to undertake relevant training

Desirable Criteria

- Experience of working in an office/business environment
- Experience of working in Local Government
- Experience of working with customers
- Qualification in English, Mathematics and/or IT comparable to GCSE level