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Post and Admin Officer

Grade – Scale 2

Job Description

Job Purpose
<ul style="list-style-type: none"> • The post holder will perform a range of support and administrative duties within the Service Delivery Unit or Service area. • The post holder will also be responsible for managing the Council's incoming and outgoing post.
Major Tasks
<ul style="list-style-type: none"> • Maintaining accurate records and filing systems, both manually and electronically. • Assists with the administration of systems and procedures within the section, Service Delivery Unit or Service area. • Maintains invoice and accounting recording systems, including liaison with accountancy teams. • The post holder will undertake post duties which include collecting post from the post room, and print room and distributing it to relevant staff within the Service area, as well as distributing reports and notepads to staff. • The post holder will distribute external e-mails which have been sent to general email addresses, and any internet queries which are relevant to the Service Delivery Unit. • Indexing of bulk lists and reports into the document management system. • The preparation and checking of invoices, overtime and travel claims. • Other general administrative duties. • To maintain the corporate incoming and outgoing postal function. • Receipt and filing as appropriate, issue and ordering of controlled stationery, stocktaking in accordance with audit requirements. • Maintaining computerised records and keeping the system updated • Support the service area with telephone/admin cover when necessary. • Process invoices relating to the Service. • Receiving and processing cash and cheques in line with financial regulations and audit requirements.
Contacts & Relationships
<ul style="list-style-type: none"> • The post holder will have daily contact with the Post and Print Team Leader. • The post holder will regularly come into contact with other officers within the authority who are outside the post holder's immediate environment in relation to postal distribution matters. • The post holder will have contact with external bodies to receive deliveries, and take telephone calls as necessary. • The post holder will have regular contact with the IT section delivering stationery and collecting output. • The post holder will have regular contact with members of the Revenues and Benefit Support & Development Team to receive guidance and instruction. • The post holder will have contact with other departments within the Authority in carrying out a range of administrative duties. • Daily contact is also made with staff in the Service Delivery Unit with regard to administration support. • Outside the Authority weekly/monthly contact with the appropriate agency concerning refilling of the franking machine, postal sack supply, requests for special postal deliveries and with a local newsagent concerning the supply of newspapers
Creativity

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<ul style="list-style-type: none"> • Carries out routine work within established guidelines. • Maintains records and inputs data to computer system/PC. • Collates factual information from a variety of sources and presents it in the most appropriate format.
Decisions
<ul style="list-style-type: none"> • The guidelines within which the post holder operates will usually define a range of courses of action which can be taken by the post holder. Anything not so defined will be referred upwards. This may involve the post holder deciding to make routine changes to the way in which a job is done, e.g. method of inputting data to a package or system. • The post holder makes decisions on the distribution of incoming post which is not addressed to a specific service area with reference to the Line manager, if necessary. • Decisions on ordering goods and Controlled Stationery, equipment or services to enable the Service Delivery Unit to run effectively and efficiently. • Deciding on scanning categorisation based on advised file structures.
Management & Supervision
<ul style="list-style-type: none"> • The post holder has no supervisory responsibility, but may on occasion be required to support a Modern Apprentice.
Supervision Received
<ul style="list-style-type: none"> • The post holder is under some supervision, but has the discretion to prioritise his/her own workload. However, work carried out is within defined guidelines and the post holder will work to an agreed plan. Whilst he/she will be expected to use initiative in resolving conflicts of priorities for a range of originating officers, when these cannot be resolved they will be referred upwards.
Complexity
<ul style="list-style-type: none"> • An element of the work is routine, although the post holder will use his/her initiative in responding to requests and enquiries. • He/she will be required to carry out a range of tasks which will be un-related and, although usually covered by existing guidelines or procedures, there may be occasions when he/she has to use discretion in order to complete the task, and will have to decide when it is appropriate to refer the matter upwards.
Resources
<ul style="list-style-type: none"> • The post holder will be expected to make decisions on ordering goods and controlled stationery, equipment or services to enable the Service Delivery Unit to run efficiently. • Requisitioner on Agresso • Processing 'Personal Sensitive Information' as described in the Data Protection Act 1998 (and General Data Protection Regulations from May 2018) and 'Commercially Sensitive Information' and provision of advice to others on these areas
Impact
<ul style="list-style-type: none"> • The post holder ensures that all incoming post is delivered accurately and promptly to the relevant service area, and the outgoing post is sent as required by the relevant Service area to achieve the most cost effective postal rate.
Physical Demands
<ul style="list-style-type: none"> • The post holder will be mainly desk based in an office environment.
Working Environment
<ul style="list-style-type: none"> • The post holder will be mainly desk based in an office environment.
Emotional Context
<ul style="list-style-type: none"> • The postholder does not have any formal requirement to deal with subject matter of an emotionally distressing nature or with Service Users subject to emotional distress.
Other

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The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.

The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.

The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

Person Specification

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> The post holder should possess literacy and numeracy skills at a standard equivalent to GCSE (Grades A-C) or an appropriate NVQ Level 1 and will be expected to develop competencies at NVQ Level 2.
Experience	<ul style="list-style-type: none"> Previous office experience (desirable.)
Knowledge	<ul style="list-style-type: none"> Proficient in the use of and a knowledge of standard Microsoft applications (e.g.: Word, Excel and Outlook)
Skills	<ul style="list-style-type: none"> Ability to carry out routine work accurately and efficiently. Ability to meet deadlines. Proficient in the use of standard Microsoft applications (e.g.: Word, Excel, and Outlook)
Personal style & behaviours	<ul style="list-style-type: none"> As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. Ability to work unsupervised within defined guidelines. Good interpersonal skills. A flexible and adaptable approach to work and be able to deal with a number of issues simultaneously, responding to operational needs. Ability to work under pressure and meet or exceed personal and team targets and deadlines, and be flexible in responding to changing circumstances.
Fluency Duty	<ul style="list-style-type: none"> This post has not been identified as a customer facing role under Part 7 of the Immigration Act 2016. Therefore fluency duty does not apply.

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	✓
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>