



JOB DESCRIPTION

Job Title: Secretarial Assistant

Department: Children's Services

Reports to: Service Administrator/Office Administrator/
Administrative Manager

Job Purpose:

To assist the *Service/Office* Administrator in the provision of a general administrative and secretarial support service to the *Service/ regional/ national office*.

Key Responsibilities:

- General Administrative Duties
- Secretarial Duties
- Premises Management, where required

Key Activities:

General Administrative Duties

- To maintain appropriate record systems (e.g. children's case files, family files, volunteer files, management and administrative records). Also to maintain the Procedure Guide, Staff Directory and Staff Notes as required.
- To assist in the production of regular statistics/returns/forms on a range of topics.
- To provide or assist in providing telephone and reception arrangements which are welcoming to *service users/members of the public* and other visitors. This involves applying sensitive listening skills and providing a calm influence, particularly where users are agitated, possibly angry and confused - and will require accurate feedback of any remarks or actions to appropriate, more senior, staff where the post holder has cause for concern.
- To assist in the processing of invoices and Imprest claims for goods and services.
- In the absence of the Administrator, to open and close the building, ensuring that all windows and doors are secured.
- To provide other general administrative support as designated by the *Service/ Office Administrator and Children's Services Manager/Administrative manager/ other manager* as appropriate.

Secretarial Duties

- To assist in the processing of incoming/outgoing post.

- To type letters and reports etc., using Word and Excel.
- To assist in maintaining appointment diaries and reminder systems.
- To arrange any meetings/appointments/events for visitors and external visits and provide all necessary facilities.
- To provide essential leave and sickness cover for the *Service/Office* Administrator (e.g. passing invoices and expenses for payment, maintaining the petty cash system, receipt and banking of income).
- To attend Team Meetings as required (e.g. to take "non-casework" minutes).
- To provide other general secretarial support to the *Service/Office* Administrator and Team within the broad parameters of the post and person specification.

Premises Management, where required

- Carry out regular testing of the emergency alarm system
- Report any building defects to the service administrator

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the Department Programme. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

Pre-employment checks required for the role:

- Receives a satisfactory Enhanced Disclosure Clearance via the Disclosure and Barring Service.



PERSON SPECIFICATION

All criteria are essential unless indicated as desirable (D).

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Please note:

Applicants must demonstrate in their application form that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

Education/Knowledge

- Good general education, with good written command of the English Language.
- To be articulate on the telephone.
- Knowledge of administrative procedures, e.g. minute-taking, preparing papers, 'bring forward', diary and other office systems.
- Knowledge of IT including Word processing and Excel.

Experience

- Working experience of above listed requirements.

Skills/Abilities

- Able to word process letters and other documents to OCR.RSA standard.
- Able to demonstrate computer skills to at least RSA CLAIT (or equivalent) standard.
- Able to demonstrate a good standard of literacy and numeracy.
- Able to work with confidential information.
- Able to work to tight deadlines.

Circumstances

- Able to work in a non-smoking environment.
- Able and willing to attend occasional courses, meetings and events outside of normal working base and hours if required.

Barnardo's Basis and Values, and Equality & Diversity Code of Conduct

Actively demonstrate Barnardo's Basis and Values and Equality & Diversity Code of Conduct in all areas of work:

- Respecting the unique worth of every person
- Encouraging people to fulfil their potential
- Working with hope
- Exercising responsible stewardship

Competencies

- To be flexible and adaptable in the work situation.
- Able to pay attention to detail.
- To co-operate and work as a member of the team.
- Able to be creative and to use initiative in managing office systems and administrative procedures.
- Understanding and appreciation of the confidential nature of the work.
- Able to deal with staff and service users in a polite and sensitive manner.

To be completed by the Pay and Reward Team / People Team

Job Title	Secretarial Assistant
Grade	F (A)
Job Family	Enabling Services
Job Type	Support Admin Cohort
Compensation Region	Rest of UK
Job Function (NI only)	