

JOB DESCRIPTION

ADMINISTRATOR

# **QM/LEVEL2/EMPLOYEE INFORMATION/7.1.33 REVISION 07 Nov 2020**

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|  |  | DATE |  |  |  | DATE |
| Responsible Person: | HR Officer | 20/02/04 |  | Change Note Number: | 06 |  |
| Authorised: | CMT | 20/02/04 |  | Responsible Person: | HR Officer |  |
| Approved: | Quality Group | 22/03/04 |  | Authorised: | CMT |  |
|  |  |  |  | Approved: | Quality Group |  |
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**1. Purpose:**

* 1. To give staff a clear understanding of the duties and responsibilities of their role within Apex Scotland.

**2. Scope:**

**2.1** All staff and potential employees.

**3. Accessibility:**

* 1. This Job Description is written in English but can be translated into Community Languages and also large print and audio for people with sight impairments and hearing difficulties.

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**Apex Scotland Job Description and**

**Role Profile**

**Position: ADMINISTRATOR**

**Responsible to: Centre Co-ordinator/Service Development Manager**

**Location: Inverness**

**Value Statement:**

*All employees of Apex Scotland must work within the ethos of the organisation and apply themselves as per the Organisational Qualities and Values Policy.*

**PURPOSE OF JOB**

Provide an effective and professional administration and secretarial service for your unit, department and the Apex organisation.

Support management, colleagues, clients and stakeholders in meeting the service delivery objectives of Apex

**ROLE RESPONSIBILITIES & MAJOR ACTIVITIES**

**TEAM AND SERVICE SUPPORT**

1.Provide and co ordinate an efficient administration and secretarial service to your unit, service area and the Apex organisation .

2.Contribute to the management and co ordination of the office administration procedures. Maintaining and improving on good practice and service levels.

3. Actively promote effective teamwork, problem solving, decision making and develop productive working relationships with colleagues and stakeholders. Plan, organise support and participate in meetings.

1. Contribute to the development of local initiatives and continuous improvement. Be open to change and encourage innovation. Participate in support and supervisory 1:1 meetings. Communicate effectively.

**JOB SPECIFIC RESPONSIBILITIES**

1. Establish, maintain and input into the Apex filing and recording systems using recognised practices, resources and programmes. (e.g. Databases, Internal recording and filing procedures). Monitor and maintain information systems.
2. Deal with general enquires from the public, colleagues, internal and external stakeholders, service users and appropriate bodies. Researching, analysing, report and communicate information as required while maintaining Apex policies on confidentiality and information handling.
3. Design and produce documents using the appropriate resources, information, office equipment, IT systems, with the use of relevant software and programmes
4. Contribute to budget control, service delivery, team objectives and endeavour to meet set targets within agreed timeframes. Highlight and take the appropriate actions when there is a risk of deviating from the set goals or Apex procedures.
5. Participate in the planning, setting and monitoring of targets and objectives to meet the expectation of customers, service users, department, own self development, and the organisation.
6. Where required complete year-end procedures and participate in audit.
7. Carry out your role responsibilities efficiently with regard to:- Mail handling, procuring products and services, dealing with visitors, telephone and reception disciplines, managing diary systems, and the use of various software packages.
8. Where required participate in planning, organising and co-ordinating events. Some team projects will require hands on input from all team members. Some outdoor projects require full team support and involvement. It is hoped the Administrator would be very much a part of these team getting involved where appropriate.

**PERSONAL DEVELOPMENT**

1. Take ownership of your own self development and highlight learning opportunities, agree development plans with manager, actively pursue continual improvement in your performance, skills and knowledge. Facilitate the development of others i.e. skill share.

**ORGANISATION AND LEGAL RESPONSIBILITIES**

1. Conform with all Apex policies and local procedures with regard to recording and processing TOIL, holidays, illness, working hours, expense claims, grievance, petty cash, appraisals and development plans etc
2. Conform to all Apex and legal policies and practices regarding Data Protection and Employment Law. Uphold legislation for Health and Safety and carry out your own responsibilities in reducing risk in this matter.
3. Ensure your actions support equality, diversity, rights and responsibility of the individual along with supporting the maintenance of all Apex policies and practices.

**OTHERS**

1. Adopt a co operative and flexible attitude to providing cover or aid for other programmes, colleagues and roles when required, to meet your unit’s objectives. Commit to all reasonable requests from your colleagues and manager.
2. Promote Apex as a company and represent its interests in a professional manner while complying with all moral and dress codes of practice.
3. Undertake other service delivery that is particular to your specific function within your job role.