

## Job Description

<b>POST TITLE</b>	Administrative Support Officer	<b>POST NO:</b>	RR1564
<b>SERVICE UNIT</b>	Economy and Growth	<b>GRADE:</b>	4
<b>JOB EVALUATION</b>	A153	<b>JOB FAMILY</b>	Clerical and Administrative
<b>RESPONSIBLE TO:</b>	Office Administrator		
<b>RESPONSIBLE FOR:</b>	None		
<b>LOCATION</b>	Burnley Town Hall	<b>STATUS</b>	Staff

### Job Purpose

To provide general administrative support to members of the Economy & Growth Unit.

## Main Duties and Responsibilities

### Accountability

1. To respond to customer enquiries received by email, telephone and face to face to the required standard, providing advice and guidance on Council services to meet the specific needs of the service.
2. To plan and organise own work and co-ordinate with team members ensuring that work is completed on time to the required standards and quality.
3. To provide timely responses to issues as they arise whilst ensuring an efficient use of resources.
4. To schedule meetings and events and organise travel for senior colleagues and to take minutes when required.
5. To maintain a relevant working knowledge of current service unit processes and procedures and IT systems.
6. To administer the Burnley Bondholder Scheme, including invoicing. Photography, member support and ad-hoc duties such as arranging a photographer.
7. To assist managers and other staff to organise and attend events.
8. Creating and formatting documents such as spreadsheets, databases, mail merge documents and PowerPoint presentations.
9. To provide support with updating the Unit's websites, social media and , marketing content.

10. To support the unit's Office Administrator in responding to FOIs/complaints received into the Unit.

### **Information**

11. To prepare, compile and provide accurate information, files and reports, analysing, verifying and reconciling data, ensuring that management decisions are appropriately informed.
12. To be responsible for effective file management including storage, retrieval, location, security, confidentiality and compliance with the GDPR regulations.

### **Resources**

13. To reconcile, receive and balance financial transactions, produce budget monitoring information and reports, support managers and account for expenditure and income.
14. To attend meetings on behalf of the Unit's Office Administrator as and when required.
15. To process invoices, update the Unit's accounts and initiate payments.
16. To organise and administrate internal and external meetings ensuring minutes are accurate and agreed actions are followed up.
17. To ensure equipment such as photocopiers, scanners and filing systems are appropriately maintained and easily accessible.

### **Other**

18. To work co-operatively with colleagues in other service units and liaise with outside organisations as required.
19. To work actively to promote good customer relations with all section of the community.
20. To attend training identified as necessary to undertake current and future job requirements.
21. To attend out of hours events such as early breakfast meeting and weekend work as and when required.
22. To undertake such other duties and responsibilities as are commensurate with the salary grading of the post.

<b>Nature of Contacts and Relationships</b>
Typically involves supporting internal and external customers. May involve direct contact with members of the public. May involve direct contact with difficult service users.
<b>Working Environment</b>
Office or public building based.
<b>Planning, Discretion and Impact</b>
Typically acts within guidelines and standard procedures. May include problem solving such as financial reconciliation. Expected to organise own work priorities in

the short term.
-----------------

<b>Resource Management</b>
----------------------------

No people management or budget management. May include ordering of a small range of supplies within agree limits, cash transactions and accounting for expenditure.
---

### **Health & Safety**

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

## **FOOTNOTE**

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

<b>Equality Act 2010</b>
--------------------------

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.
--

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.
---

<b>Prepared by:</b>	<b>Date:</b> June 2025
<b>Postholder:</b>	<b>Date of issue:</b>

## Person Specification

<b>POST:</b> Administrative Support Officer	<b>GRADE:</b> 4
<b>DIRECTORATE:</b>	<b>POST NO:</b> RR1564

<b>Selection Criteria</b>	<b>Essential/ Desirable E/D</b>	<b><u>Method of Assessment</u> Application/Interview/Test Presentation/Production of Certificates <b>A/I/T/P/C</b></b>
<b>QUALIFICATIONS</b>		
1. GCSEs in English and Maths at Grade 4-5/C or equivalent qualification	E	A/C
2. NVQ Level 3 in Business Administration or equivalent	D	A/C
<b>EXPERIENCE and KNOWLEDGE</b>		
3. Experience of dealing with internal and external customers both in person and via written correspondence and by telephone	E	A/I
4. Experience of providing administrative support in a busy office environment	E	A/I
5. Experience of using manual and computerised filing systems.	E	A/I
6. Experience of working effectively in an office-based team.	E	A/I
7. Experience of using Microsoft word, excel and outlook.	E	A/I
8. Experience of updating content on web-based platforms such as websites and social media	D	A/I
9. Experience of financial control systems	D	A/I
<b>SKILLS</b>		
10. Ability to communicate clearly, concisely and effectively both verbally and in writing.	E	A/I
11. Ability to manage and process information accurately.	E	I
12. Able to use office computer systems for a range of data management processes.	E	I

Selection Criteria	Essential/ Desirable E/D	<u>Method of Assessment</u> Application/Interview/Test Presentation/Production of Certificates <b>A/I/T/P/C</b>
13. Ability to use and maintain web-based applications.	E	I
14. Ability to research, interpret, analyse, reconcile and present data and information.	E	I
15. Ability to work flexibly with others and is able to maintain effective working relationships with colleagues.	E	A/I
16. Ability to prioritise own workload and meet deadlines to required standard.	E	I
17. Understands the need for and is able to maintain confidentiality and compliance with the GDPR Regulations.	E	A/I
18. Understands how to deal with customers and recognises the service needs of those who may have special requirements e.g. barriers to communication or access	E	I
<b>The Burnley Way</b>		
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives.</p> <p>Further details are contained in the Behaviour Framework</p>		