2026/0236

JOB DESCRIPTION

Post: Administrative Assistant

Directorate: Regulatory Services, Facilities and Assets

Department: Estates and Asset Management

Reports To: Asset Manager

Location: Civic Centre, Craigavon, however the postholder may be required to work at other locations across the Borough

Salary: Scale 4 SCP 9 - 13 £28,153- £30,023 per annum, pro rata for part-time employees

Hours: 37 hours per week, Monday – Friday 9.00 am – 5.00 pm. A flexible working hours scheme in operation. The post holder may be required to work additional hours and outside normal working hours to meet the needs of the post.

Duration: Fixed Term Contract for 6 months, may be extended

Management reserves the right to review job descriptions and/or move a post-holder to another suitable post at a similar grade, should the need arise.

The Council may retain a list of successful reserve candidates arising from this recruitment for any vacancies which may arise which are the same grade and similar duties. Such a reserve list will be compiled and held for a period of 12 months from the date of interview.

All employees are expected to model the Customer Care behaviours of "Serve Passionately, Engage Positively and Deliver Consistently."

JOB PURPOSE:

To provide confidential and comprehensive administration support. The post will require a high level of customer service and ability to deal with and resolve issues using personal and professional judgement, building relationships with internal and external officers at all levels promoting the profile of the Council.

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MAIN DUTIES AND RESPONSIBILITIES:

1. Comprehensive day to day administrative support to include; acting as first point of contact for the function, creating/maintaining databases, filing, preparation of reports, correspondence, documents, presentations, printing, managing incoming/outgoing mail, receiving and directing of telephone calls.

2. Assist with the effective and efficient daily management of the Building Maintenance Site Helpdesk and Minor Work Requests System including; logging and monitoring work requests, liaising with relevant maintenance staff, keeping stakeholders updated, reporting on tasks through to completion, collation of data measured against agreed KPIs etc.

3. Liaise with other departments within the Council to ensure all administrative and financial matters are dealt with efficiently and effectively.

4. Provide administrative cover and customer service support to other Council service areas as required.

5. Deal with enquiries and complaints in line with Council's Complaints Handling Policy. Screen and direct calls as appropriate and log within the Department's data management system.

6. Assist Officers in maintaining accurate records and systems including, collecting, reviewing, collating and presenting information to management, ensuring files/documents are held and maintained in line with Statutory, Service and Council requirements.

7. Schedule and organise meetings, including preparation and distribution of accurate records in the form of notes and minutes as instructed and within agreed timescales.

8. Undertake research required and obtain information to help in the preparation of Freedom of Information responses and corporate complaints for the Service area, ensuring that FOI obligations and Complaints Procedure requirements are met.

9. Operate the Council's computerised Purchase Ordering system including: raising requisitions as requested by officers, marking goods received and ensuring efficient and timely processing of invoices in accordance with financial regulations. Undertake checks and audits, working closely with technical officers for their approval and maintaining records for internal and external audit purposes.

10. Develop and maintain records and assist with analysis of financial data and financial reports, reconciling financial data and verification expenditure in accordance with financial regulations.

11. Research and collate data including preparing papers, developing reports, and statistics as requested and monitoring follow-up correspondence.

12. Assist Technical and Procurement Officers with the tender and quotation process in line with Council's Procurement Policy, including collation of information and preparation of tender documents.

13. Ensure an excellent standard of customer service including reception and liaison with other departments of the Council, external agencies, professional bodies and members of the public.

14. Participate in departmental and cross-department working groups and teams as required.

15. Be flexible and collaborative and actively support all colleagues and other activities or processes which impact on the performance of the Service.

16. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.

In addition to the standard pre-employment checks this position will also be subject to receipt of a satisfactory Basic AccessNI check.

Please note that completed applications must be submitted not later than the closing date and time as stated on the application

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November 2026