

Administration Assistant Job Description and Person Specification

Job Title:	Administration Assistant
Grade:	AP1-AP2
Responsible To:	Administration Manager

Role Purpose:
<p>To be a member of a team responsible for processing information to maintain the Electoral Register and processing workloads in connection with the maintenance of the Valuation Roll and Council Tax List. Provide an excellent and comprehensive front line customer focused support service dealing with electoral registration and valuation related enquiries. Assist with and carry out the statutory functions of the office.</p>

Key Duties and Activities:
<ol style="list-style-type: none"> 1. The processing of information to an electoral management and inhouse office systems in accordance with legislative, organisational practice, process and procedure. 2. The range of information dealt with includes names and applications on the Electoral Register, names on the Valuation Roll, sales, planning lists, building warrants, and Certificates of Historic Rateable Values. 3. Monitoring personal workload to ensure that disposal shall occur within provided timetables, statutory requirement, and in accordance with performance levels and targets. 4. Is required on a regular basis when dealing with annual electoral canvass, general and local elections, to operate under considerable pressure and dispose of substantial workloads within constrained timetables stipulated by statutory provision. 5. Assist with the analysis and eventual implementation of proposed electoral boundary changes providing statistical information and reports as necessary. 6. Providing the public by telephone, face to face, letter and e-mail with a high quality of service by demonstrating a thorough understanding of the functions, and their legal requirements, of the organisation. 7. Provide a range of services essential to the smooth operation of the office, such as sorting, indexing and scanning of incoming mail, the preparation of material for bulk issue.

8. Assist in the production and distribution of the electoral register, such as quality assurance checks, paging and binding of registers.
9. Answer all but the most complex of enquiries from the public or outside bodies, particularly in response to issued forms and requests for information.
10. Liaise with the four Constituent Councils and other public agencies regarding areas of common interest, including verification of accuracy and clarification of information.
11. Participate in the public promotion of the organisation's electoral functions e.g. citizenship ceremonies.
12. Provide statistical information and analysis on workloads etc to the Administration Manager as required e.g. Democracy Challenge statistic, individual and group processing statistics.
13. Undertake any other duties pertinent to post.

Supervision and Management of People:

No supervisory responsibility other than assisting in work familiarisation of peers and new recruits. E.g. buddying or shadowing.

Creativity and Innovation:

- A sound knowledge and understanding of the relevant legislation surrounding the functions of the organisation with the ability to explain the requirements of these functions to the public.
- A thorough knowledge of the processes, practices and procedures and systems in operation within the organisation.
- The postholder must be able to assimilate quickly the impact of changes to legislation and their effect on organisational functions and requirements.
- The postholder must be able to monitor workload disposal and set this against prescribed deadlines and targets.
- Must be able to quickly adopt changes to IT systems and processes.
- Be able to interpret information provided from a variety of sources.
- Be able to interpret legislative changes and understand and implement the resulting impact on work practices and routines.
- Identify training needs.
- Contribute to the process of system review and undertake testing of new systems.

Contacts and Relationships:

- Staff of the Constituent Authorities, all levels of administration, technical and technical support staff, members of the public, staff of institutional organisations.
- Contact may involve identifying the service needs, initiating action to provide assistance and offering straightforward advice.
- Persuasion is required where electors are reluctant to return information (certain forms carry a civil penalty as opposed to a legislative penalty).

Decisions and Discretion:

- To interpret information provided in different formats and types so as to undertake the correct method of processing and ensuring therefore the appropriate maintenance of the relevant file.
- Being able to identify incorrect and/or missing information and taking the appropriate remedial action.
- Being sensitive to the requests of the public and dealing with those in the most appropriate way ensuring a high quality service is maintained.
- Particularly at peak times monitoring personal workload shifting emphasis as required for meeting deadlines, targets etc.
- Be able to identify personal training needs and giving notice of such.
- Within the working group the postholder shall process work allocations with the minimum of supervision.

Decisions and Consequences:

Decisions taken could have a direct effect upon an elector's/group of electors' ability to participate in elections.

Decisions taken could have a direct effect upon stakeholders and on the level of service provided.

Resources:

The post will be responsible for a range of office equipment and will update and maintain data.

Work Demands:

With minimal supervision, the postholder must be able to carry out assigned work within allocated and competing deadlines and priorities.

The postholder will have a high level of personal contact with staff and with external stakeholders.

The postholder will deal with a variety of work-related issues and tasks.

Physical Demands:

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Working Conditions:

The role holder will be predominantly within the range of normal office based activities.

Work Context:

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a LVJB employee.

Knowledge and Skills:

- Academic achievement to Scottish National 4 or 5 level, Standard Grades or equivalent transferable experience and skills.
- Experience of dealing with substantial workloads as set against inflexible timetables.
- Experience of dealing with enquiries by telephone, letter or email.
- Must be able to demonstrate a high standard of organisational ability.
- Competence in relevant IT programs i.e., Microsoft Office, Word, Excel etc.
- Ability to communicate effectively, both written and verbally.
- Good customer care skills.

Health and Safety:
Protecting the health and safety and welfare of our colleagues, and our third parties including members of the public, contractors and service users.
<p>All employees are responsible for:</p> <ul style="list-style-type: none"> • Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions; • Co-operating with management and following instructions, safe systems and procedures; • Reporting any hazards, damage or defects immediately to their line manager; and • Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required. <p>Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from the Health and Safety Committee and HR Manager, including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.</p> <p>Additional information can be found at LVJB Health and Wellbeing.</p>

Person Specification – Essential	Person Specification – Desirable
PROFESSIONAL/EDUCATIONAL QUALIFICATIONS	
Standard or Higher Grades.	HNC in an appropriate discipline or equivalent.
RELEVANT WORK/OTHER EXPERIENCE	
<ul style="list-style-type: none"> • Data processing and interpretation of information. • Basic clerical and administrative experience. 	Experience of working in a team environment.
PARTICULAR SKILLS/ABILITIES (eg technical ability, computing skills, other work related skills)	
<ul style="list-style-type: none"> • Excellent IT skills and experience with Microsoft Office, Word, excel and Outlook. • Ability to carry out tasks in an accurate and organised manner. • Ability to prioritise and take responsibility for managing personal workload. • Ability to communicate effectively, both written and verbally. • Good customer care skills. 	Understanding of various computer software and systems.
PERSONAL QUALITIES (eg inter-personal skills, attitude, adaptability, motivation, presentation)	
<ul style="list-style-type: none"> • Positive and flexible approach to requirements of post. • Ability to work as part of a team and individually. • Good interpersonal skills. • Confidential approach to duties. • Willingness to participate in ongoing training and development. 	Ability to work under pressure to meet statutory deadlines.
ANY ADDITIONAL JOB RELATED REQUIREMENTS	
	Be prepared to be flexible and or work additional hours at times of peak workload.