

HAMPSHIRE COUNTY COUNCIL

ROLE PROFILE FORM

Data Protection Act 1998. The information you provide on this form is to enable Hampshire County Council to evaluate the role. The information may also be used, in full or part, to support other processes such as performance development review, induction, recruitment and training and development. The information will be stored electronically and in hard copy format and made available to only to Hampshire County Council staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.

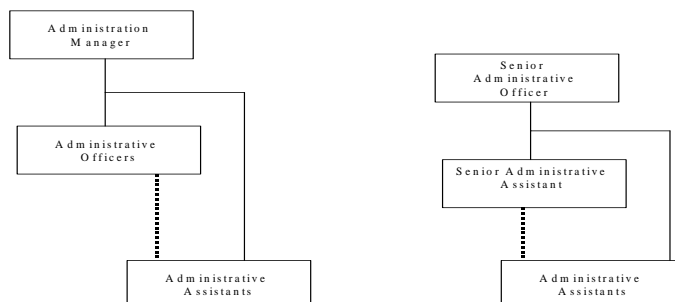
Role profile ref: 02122

- 1. DEPARTMENT
- 2. SECTION
- 3. GROUP/SPECIALISM
- 4. ROLE TITLE IN FULL Administrative Officer
- 5. SAP ROLE TITLE (see Guidance Notes)
- 6. NEW/AMENDED/DELETED ROLE PROFILE DATE OF COMPLETION/AMENDMENT/DELETION
- 7. REPORTS TO (Supervisor/manager's role title)
- 8. ROLE PURPOSE (why the role exists)

To develop and establish administration systems within the department, and where appropriate, supervise others, to deliver an efficient service in support of business requirements.

9. ORGANISATION

Please provide a simple line drawing indicating where the role sits within the organisation in the box below.



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10. ROLE REQUIREMENTS

Identify the most significant responsibilities of the role. Accountability statements are the key functions of the role which in combination make up the main purpose.

Please list the statements in order of the amount of time spent on each separate accountability, starting with the accountability that the role holder would spend the most time on decreasing to the accountability that they would spend the least time on. Please do not write paragraphs of information. Complete a separate statement for each separate accountability. Guidance on the drafting of accountability statements is fully set out in the accompanying guidance Notes.

‘Corporate and statutory initiatives’ is a common accountability across all roles within Hampshire County Council and has already been included on the form. Please include a statement as to how this accountability applies to the role (although this accountability appears at the bottom of the list this does not indicate that this accountability is seen as less important than any of the other accountabilities).

Analyse management information and generate recommendations for action. May exercise routine budget monitoring responsibility	20%
Monitor systems, procedures and standards. Proactively identify efficiency improvements, raise discrepancies and oversee improvements.	20%
Provide information, options and advice to managers on the application of corporate policies, systems and procedures.	20%
Supervise others including carrying out PDR reviews and establishing training and development needs.	20%
Research and source information to answer complex queries.	10%
Develop networks of approved contacts, both internal and external, to fulfil the department’s business needs.	10%

Corporate and statutory initiatives – equalities/health & safety/e-government/sustainability

Be aware of current relevant policies, systems and procedures and Best Practice to provide advice and support within the team, and ensure effective compliance and promote awareness, Carry out departmental reviews to identify areas for improvement.

11. Key Decision Making Areas in the Role

- Assess the validity and reliability of sources of information to establish effective networks of contacts and provide timely and accurate responses to enquiries.
- Select appropriate courses of action and make recommendations from a variety of options to provide appropriate advice to managers.
- Allocate and prioritise work to meet deadlines and make best use of resource.
- Assess performance standards and training and development needs for junior staff.

12. Role Dimensions – financial (e.g. budgets) and non-financial units (e.g. workload, customers/staff)

- Monitor and control routine budgetary information and other data to support processes and service level agreements.
- Supervision of an administrative team.

13. Main Contacts – external/internal customer contacts and purpose

- Main contact with department managers and own team/colleagues on a regular basis.
- External customers, suppliers, the public and research contacts in response to specific business requirements.

14. Working Conditions – environmental and physical factors, physical effort or strain and frequency of occurrence.

Daily movement and carrying of Files. Occasional lifting and movement of stationery and office equipment between office locations, for example, to aid delivery of presentations.

15. Operational Effectiveness

a. Entry Requirements

Please only state skills, qualifications, and experience which would be a mandatory minimum requirement for a role holder to possess to be able to apply for the role e.g. Nurse, Architect, Qualified Social Worker. Additional preferred qualifications, such as a degree or membership of a professional body would in most instances be a part of the person specification i.e. what the Council would require of a candidate it intends to appoint to a role.

- Previous experience delivering a wide range of administrative functions.
- Computer literacy with experience of using a variety of software for data management and transmission.
- Formal qualification (beyond GCSE) and competence in specialist functions as appropriate.
- Where appropriate, demonstrable competence or aptitude to manage others.
- Ability to communicate effectively at all levels in the organisation and with external contacts.

b. Estimated time to become operationally effective

3 to 6 months

c. Operationally Effective – how would effectiveness in role be demonstrated

- Effective responses are provided to internal and external enquiries in line with agreed corporate standards.
- Improvements and developments to department systems and procedures are identified, accepted and implemented.
- Advice, options and recommendations to managers are understood and accepted.
- The team and other resource are deployed efficiently to meet agreed targets.

16. Context/Additional Information

- It may be a requirement of the role holder to deal with confidential information and a strict regard for confidentiality is essential.
- Some role holders may work in an environment that exposes them to highly sensitive information and details.
- Some role holders may be exposed to potentially violent, volatile and abusive situations. Role holders will need to be able to respond in a calm, sensitive and sympathetic manner.