

**Secretary/Administrative Assistant, 12 month LTC  
Grade 5, SCP 20 – 26 (£24,306 - £29,270) – commencing on point 20**

Maternity cover is required in Chief Executive's Department for an experienced Secretary/Administrative Assistant. This is a wide ranging role working closely with various staff to assist in all secretarial duties and if you consider yourself to be organised, trustworthy and reliable then we would welcome an application from you. To be successful in this job you should have a good standard of interpersonal, written and oral communication and organisational skills and an excellent telephone manner. You should also be computer literate and be an experienced user of Microsoft packages.

An application pack can be obtained from the HR Department on 696455, downloaded from [www.douglas.im](http://www.douglas.im) or collected from the Henry Bloom Noble Library, Douglas. The closing date for the receipt of completed applications is 5.00 pm, Tuesday, 29<sup>th</sup> August 2017.

# **DOUGLAS BOROUGH COUNCIL JOB EVALUATION SCHEME**

## **JOB DESCRIPTION**

<b>DEPARTMENT</b>	Chief Executive's
<b>SUB-SECTION</b>	Secretarial/Administration
<b>DESIGNATION</b>	Secretary/Administrative Assistant
<b>REPORTS TO</b>	Executive Officer
<b>DURATION</b>	Limited Term Contract (12 months)
<b>HOURS OF DUTY:</b>	Monday – Friday (37 hours per week) (daily: 8.45 am – 5.15 pm with 1 hour 10 minutes for lunch)
<b>GRADE</b>	Grade 5, SCP 20 – 26 (£24,306 - £29,270)

### **MAIN PURPOSE OF THE JOB**

Assist with the provision of a private and confidential secretarial and administrative service to the Chief Executive Officer in relation to all activities connected with the Chief Executive's Department. Assist with the provision of departmental Reception services and provide cover in the absence of the Executive Officer to the Chief Executive.

### **SUMMARY OF RESPONSIBILITIES & PERSONAL DUTIES**

1. Assist with the provision of a secretarial/administrative support service to the Chief Executive. Provide cover in the absence of the Executive Officer or to provide cover to other Departments by agreement with the Executive Officer/Chief Executive.
2. Provide a private and confidential secretarial and administrative service to the Assistant Chief Executive and the Assistant Town Clerk ensuring all diaries (manual and electronic) are maintained and kept up to date.
3. Assist with electronic/manual diary management including the booking of meetings and events.
4. Progress the provision of supporting documentation, reports and correspondence necessary for agenda preparation.
5. Assist with the preparation of Powerpoint presentations, providing the printing, photocopying and preparation of documentation as required.
6. Be familiar with the clerical and the computer routines of the Department working effectively as part of a multi-role functional team with the ability to assist in other areas of work as may from time to time be required so as to ensure no backlogs develop.
7. Work with minimum supervision and make administrative decisions based on a broad understanding of relevant policies or operational requirements.

8. Be responsible for providing assistance to the public on the full range of services provided by the Chief Executive's Department, dealing with customer enquiries in person and by telephone providing information and assistance as required.
9. Provide information in a professional and effective manner for the resolution of enquires directed to the Department using judgement to refer/divert calls as appropriate. Undertake calls on behalf of Departmental officers from a wide range of contacts within the Community and from off-Island, which may from time to time include having to deal with difficult/distressed persons.
10. Maintain the information and administration systems including minute, report, file, storage and retrieval, to meet service specifications ensuring all work is undertaken to a high quality.
11. Be responsible for the operation and provision of a reminder system through Outlook to ensure incoming correspondence is replied to in a timely manner.
12. Be responsible for the arrangement of appointments, booking of places on conference/seminar, travel and accommodation, etc, for the Chief Executive and any Members of Council as required.
13. Be familiar with and operate a wide range of office equipment, including fax, photocopiers, scanning and word processing equipment and computer peripherals.
14. Ensure complete and total confidentiality is maintained at all times. Ensure all work undertaken complies with relevant policies and procedures and is in accordance with Council and Standing Order requirements.
15. Assist in promoting, encouraging and maintenance of a good working relationship with Government Departments, Politicians, Members of Council, Chief Officers and other officers.
16. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
17. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
18. Be responsible for ensuring the health, safety and environmental risks are adequately assessed and controlled in respect of self.
19. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
20. Bring to the attention of the Executive Officer matters of a personnel, political or sensitive nature.
21. Such other duties of a general or specific nature as may from time to time be required by the Executive Officer or the Chief Executive.

## **SELECTION CRITERIA**

### **Essential**

1. A minimum of 3 years experience in a Secretarial/Administrative post.
2. Diploma in secretarial procedures.
3. A working knowledge of office routines and procedures.
4. A good standard of interpersonal, written and oral communication skills.
5. Excellent telephone manner and good organisational skills.
6. Ability to demonstrate the use of initiative, self motivation and to work unsupervised.
7. Ability to respond appropriately and helpfully to all customers/members of the public.

### **Desirable**

1. Experience of local government.
2. Shorthand to at least 50 wpm.
3. GCSE English and Maths.
4. Political sensitivity.

---

---

### **FOR OFFICE USE:**

Signed \_\_\_\_\_ (Employee)  
Signed Line Manager \_\_\_\_\_ (Jan Keig, Executive Officer)  
Signed Chief Officer \_\_\_\_\_ (Kathleen Rice, Chief Executive)  
Date \_\_\_\_\_

Executive Committee Approval (date) N/A

Revision date

Evaluation (date) 05.10