

JOB DESCRIPTION

Job Title	Office Assistant
Salary Band	£16,370 to £17,481 (SCP 13 – 15)
Responsible To	Head Of Metro Mayor's Office
Responsible For	n/a

1. Primary Purpose of the Post

To provide quality administration support to the Office of the Elected Mayor to meet corporate priorities.

2. Main Areas of Responsibility

- Providing quality administration support to customers, both internally and externally including (but not limited to):
 - Being the first point of contact for visitors;
 - Staffing the main Combined Authority phone line;
 - Assisting with the organisation of meetings and attendance at meetings for minute-taking;
 - Corresponding with customers and colleagues via e-mail, telephone and in writing;
 - Chasing correspondence and information requests;
 - Photocopying, filing, printing and other general administrative tasks;
 - Receipt and distribution of incoming mail and processing of outgoing mail;
 - Receiving and logging emails and post;
- Provision of information to both internal and external customers in accordance with deadlines; e.g. responding to requests for information from managers and employees.
- Anticipating and responding to the needs of customers
- Supporting line managers in the introduction and implementation of new initiatives.
- Being open and embracing new ways of working. Sharing ideas for improvement with others and contributing to their implementation.
- Demonstrating an appropriate level of expertise in ICT, to deliver a high level of service.
- Continuous improvement of working methods to improve performance of the service.
- Understanding and meeting health and safety duties and responsibilities.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility at the time of writing. It is not intended to be either prescriptive or exhaustive and will inevitable change.

PERSON SPECIFICATION

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Responsible For	n/a

*** Note to Applicant:** In your application, you should provide evidence of meeting all points on the person specification, particularly those marked * as they are key criteria.

Qualifications and Training
1. NVQ Level 3 Business Administration or equivalent

Experience
2. Providing a professional Reception service* 3. Experience of providing a broad range of administrative support * 4. Experience of working within a team environment.* 5. Experience of working on own and using own initiative* 6. Experience of using Microsoft Office packages including Word, Excel, Access and Outlook.* 7. Experience of working to tight deadlines * 8. Experience of dealing with confidential and sensitive information

Knowledge, Skills and Abilities
9. Good verbal communication and interpersonal skills.* 10. Ability to prioritise and organise own workload.* 11. Ability to pay attention to detail.* 12. Good literacy and numeracy skills.* 13. Ability to stay calm under pressure *

Commitment
14. Commitment to achieving NVQ Level 3 Business Administration if not already held * 15. Determination to deliver with an adaptable, flexible attitude to work * 16. Commitment to continuous learning and development * 17. A commitment to providing a high quality customer service and ensuring service standards are met* 18. Commitment to and understanding of equal opportunities *