



Role Profile Description

Date	January 2015
Purpose	To provide business administrative and office services.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Prioritising own activities within a series of allocated tasks. 	<ul style="list-style-type: none"> • Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality • The team plan is met.
<ul style="list-style-type: none"> • Contributing to team-working. • Supporting and guiding less experienced staff, if required. 	<ul style="list-style-type: none"> • Teamwork is effective. • Colleagues are supported.
Competency measurements	
Clarify what is personally required to do the job well and takes pride in own work. Accept feedback to improve effectiveness.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> • Providing office services to support the service area(s) • Providing information and administrative support to managers. 	<ul style="list-style-type: none"> • Outputs are delivered to required standards and productivity. • Colleagues and the team are supported in achieving their objectives.
<ul style="list-style-type: none"> • Entering data, checking for accuracy and logic and identifying potential errors. 	<ul style="list-style-type: none"> • Records and information are accurate and complete. • Processing is effective. • Correct judgements are made on straightforward information and situations within guidelines and standard procedures.
<ul style="list-style-type: none"> • Maintaining and conducting standard interrogation of systems/databases and answering queries. 	<ul style="list-style-type: none"> • Accurate and meaningful information is provided to customers and managers.
<ul style="list-style-type: none"> • Creating and formatting documents. • Locating and delivering documents and information. 	<ul style="list-style-type: none"> • Letters and reports are accurate and complete.
<ul style="list-style-type: none"> • Taking meeting notes. 	<ul style="list-style-type: none"> • There is an accurate record of the meeting and

<ul style="list-style-type: none"> Undertaking Fire Warden duties for the building including arranging for regular inspection of the equipment and organising / overseeing practice and emergency evacuation procedures where necessary. 	<p>actions agreed.</p> <ul style="list-style-type: none"> Equipment is maintained in good working order and is fit for purpose. The safety of people using the building is maintained.
Competency measurements	
Check facts and consider options before deciding on how best to do own job. Report repeated problems, waste and inefficiency.	

Service Improvement and innovation	
Accountable For	End Result
<ul style="list-style-type: none"> Making recommendations for improvement. Cooperating with change. 	<ul style="list-style-type: none"> Improvements are identified and implemented.
Competency measurements	
Open-minded about new ways of working and committed to make improvements.	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> Receiving, recording and balancing financial transactions including handling Cash (including client monies), petty cash and processing small amounts of money and small transactions. 	<ul style="list-style-type: none"> Payments and receipt of income are dealt with efficiently. Balances are maintained. Cash is held securely, according to procedures.
<ul style="list-style-type: none"> Checking stock levels and requesting necessary supplies, in accordance with Service procedures. Operating and basic maintenance of office and public counter equipment, and other facilities where appropriate. 	<ul style="list-style-type: none"> Equipment and materials are available to colleagues for service delivery. Equipment and office supplies safeguarded.
Competency measurements	
Understand that all actions have a cost so use resources efficiently.	

Customer and Community focused	
Accountable For	End Result
<ul style="list-style-type: none"> Responding to internal and external customer queries, including providing standard responses involving direct contact with members of the public and challenging service users. 	<ul style="list-style-type: none"> Relevant and accurate information is provided. Customer service is provided to the required standard.
<ul style="list-style-type: none"> Carrying out reception and public counter duties, as necessary. 	<ul style="list-style-type: none"> Customers are informed of the situation and next steps. Customer service is provided to the required standard. Accurate bookings are taken.
Competency measurements	
Respond to customer needs; deal with customers in a courteous, timely and professional manner.	

Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> NVQ Level 2, or equivalent experience or knowledge in the relevant work area. Knowledge of the procedures in the service area and how to apply them. Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. Literate and numerate. Committed to ongoing personal development. 	

- ICT literate relevant to work area.
- Working knowledge of relevant software packages.
- Working knowledge of who colleagues are and what they do.
- Understanding of how to deal with customers to required standards of service.
- Knowledge of service provided in own area.

Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:-
www.cumbria.gov.uk



Cumbria County Council competencies

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

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