

## **CHIEF EXECUTIVE DEPARTMENT**

### **Secretary/Administrative Assistant**

Grade 5, SCP 20 – 26 (£27,306 - £32,654) – commencing on point 20

This is a wide ranging role providing administrative support and a private and confidential secretarial service. This post will also provide cover for Reception duties as required.

You should have a good standard of interpersonal, written and oral communication and organisational skills as well as an excellent telephone manner. If you are organised, trustworthy and reliable then we would welcome an application from you.

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, Friday, 4<sup>th</sup> December 2020.

**Miss K J Rice, Chief Executive**, Town Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD

# **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>	Permanent
<b>GRADE</b>	Grade 5, SCP 20 – 26 (£27,306- £32,654) Commencing on point 20
<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)

### **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 Reception services and provide cover in the absence of the Executive Officer to the Chief Executive.

### **SUMMARY OF RESONSIBILITIES & PERSONAL DUTIES**

1. Assist with the provision of a secretarial/administrative support service to the Chief Executive and the Mayoralty. 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 Town Clerk, the Council Advocate, the Head of Digital & Information Services, and any other senior officers of the Council; undertaking work on corporate projects as required and 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 2018, Freedom of Information Act 2015, 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. 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.