



## Role Profile Description

<b>Date</b>	January 2015
<b>Purpose</b>	To provide business administrative support and routine office services.

### Your responsibilities:

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

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Providing office services to support the service area(s) which may include: routine data entry, filing, scanning etc. as instructed by the supervisor.</li> <li>• Providing basic information and administrative support to managers.</li> </ul>	<ul style="list-style-type: none"> <li>• Outputs are delivered to required standards and productivity.</li> <li>• Correspondence is distributed effectively.</li> <li>• Colleagues and the team are supported in achieving their objectives.</li> <li>• Appropriate information is recorded accurately.</li> <li>• Correct judgements are made on straightforward information and situations.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintaining systems/databases extracting basic information and answering queries.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate and meaningful information is provided to customers and managers.</li> </ul>
<ul style="list-style-type: none"> <li>• Creating and formatting documents.</li> <li>• Locating and delivering documents and information.</li> </ul>	<ul style="list-style-type: none"> <li>• Letters and reports are accurate and complete.</li> </ul>
<b>Competency measurements</b> Check facts and consider options before deciding on how best to do own job. Report repeated problems, waste and inefficiency.	

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

<b>Managing resources</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Providing hospitality and refreshments for attendees at meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings are catered for.</li> </ul>
<ul style="list-style-type: none"> <li>• Operating and basic maintenance of office equipment, and other facilities where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Resources are used efficiently and effectively.</li> </ul>
<ul style="list-style-type: none"> <li>• Working with suppliers to receive deliveries.</li> <li>• Safekeeping and storage of office supplies.</li> </ul>	<ul style="list-style-type: none"> <li>• Equipment and office supplies safeguarded and available for appropriate use.</li> </ul>
<b>Competency measurements</b>	
Understand that all actions have a cost so use resources efficiently.	

<b>Customer and Community focused</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Providing standard information in response to internal and external customers' queries involving direct contact with members of the public; meeting and greeting visitors and exchanging basic information.</li> </ul>	<ul style="list-style-type: none"> <li>• Answers are provided in line with given guidelines.</li> <li>• Customer service is provided, to required customer services operating standards.</li> <li>• Colleagues and the team are supported in achieving their objectives.</li> </ul>
<ul style="list-style-type: none"> <li>• Carrying out reception and public counter duties, as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers are informed of the situation and next steps.</li> <li>• Customer service is provided to the required standard.</li> <li>• Accurate bookings are taken.</li> </ul>
<b>Competency measurements</b>	
Respond to customer needs; deal with customers in a courteous, timely and professional manner.	

<b>Qualifications, knowledge, experience and expertise</b>
<ul style="list-style-type: none"> <li>• NVQ Level 1 or equivalent experience.</li> <li>• Reliable, socially responsible.</li> <li>• Literate and numerate.</li> <li>• Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.</li> <li>• Committed to ongoing personal development.</li> <li>• Understanding of relevant procedures and practices.</li> <li>• Understanding of how to deal with customers to required standards of service.</li> <li>• Understanding of relevant processes and systems.</li> <li>• Knowledge of service provided in own area.</li> <li>• Basic ICT literate relevant to the work area</li> </ul>

## 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](http://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.

For further information please see:-

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