

JOB SUMMARY

Post Title	Casual Administration Support						
Job Family	<i>Business Support</i>	Pay Range	2	Line Manager to others?	No	Role profile ref	BS02
Service Area	<i>Corporate Services</i>						
Line Manager	<i>Confirmed on each assignment</i>						
Location	<i>Various work locations as per assignment</i>						

Job Purpose

The purpose of this role is to provide administration support to council operations on a casual basis, duties include supporting with office administration tasks, customer service, front of house operations, and queue management / marshalling.

This role is intended as a generic role and opportunities will be offered that could include any of the duties listed below on a casual basis and in different locations across the Island

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

Office Administration

To provide clerical support activity to individuals, teams and services. This includes dealing with calls and queries as well as administering straightforward processes.

- Provide front-of-house services and customer services to internal or external customers / clients
- Take phone calls and manage email and decide who and when to pass messages to.
- Use of corporate systems that includes recording data and some word processing.
- Undertake general office duties such as scanning, photocopying, and filing

Marshalling and queue control

To assist with the safe management of people moving through a testing or vaccination site

- Ensure queues are managed in accordance with social distancing requirements
- Provide guidance / instruction to people in a queue in order to maintain safe social distancing and the appropriate use of PPE and compliance with guidelines.
- Support the general site set up of a site including placing appropriate signage

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples.	Essential	Desirable
Practical experience within the relevant working environment.	<i>Previous experience in an administration role</i>		*
Working knowledge of relevant processes and systems.	<i>Understanding of how to handle calls and email and able to follow well defined processes and procedures</i>	*	
Knowledge of the service provided in own area.	<i>Knowledge of the services and structure of the council</i>		*
ICT skills including use of Microsoft applications.	<i>Able to use scanners, photocopiers and other office equipment</i> <i>Experience of using Word and Excel and other Microsoft office solutions</i>	*	*
Good verbal and written communication skills.	<i>Competent in verbal and written communication</i>	*	
Numerate and accurate with attention to detail.	Responsible, Organised and self-motivated	*	
Understanding of how to deal with customers appropriately.	<i>Able to demonstrate good customer service skills</i>	*	

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Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to GCSE standard or equivalent or able to demonstrate equivalent experience.		*	
May require relevant certifications including evidence of fluency in English language.		*	
Other Requirements			