

## Agency Worker Administrative Services Job Profile

**Job Profile:** Clerical e.g. Secretary / Administrator

**Grade:** 4

**Experience:** Vocational qualifications (N/SVQ 2/3, ONC or equivalent) plus typically 1 year's relevant work experience **or** school education to Standard Grade or equivalent plus typically 2 years' relevant work experience.

**Summary:** Roles at this grade work within established processes and procedures to provide a range of support services to an agreed quality standard or specification. Supervision may not be close, but clear guidance will be available. The role requires a working knowledge of systems/processes and may have specific responsibility for a sub-section of work. Some planning and organisation of workload is required, but the nature of planning is essentially about timing and sequencing of assigned tasks over days to weeks.

### **Knowledge & Skills Required:**

- knowledge of relevant systems, standard software packages and possibly some knowledge of non-standard software.
- Competent written and oral communication skills.
- Competent numeracy and literacy skills.
- Familiarity with own work priorities and those of colleagues.
- Understanding of policies and procedures relevant to the role.
- Knowledge and understanding of relevant Health and Safety requirements.

### **Representative Work Activities**

- Create documents/presentations, typically following standard formats or templates
- Run straightforward reports to support basic information procedures, e.g. staff lists
- Carry out straightforward calculations
- Undertake some more specialised administrative functions within defined procedures such as processing invoices or payroll data
- Deal with incoming written communication and understand the nature of the inquiry in order that it can be dealt with by the appropriate individual.
- Provide informal guidance and support to junior colleagues to maintain operational effectiveness.