

## Agency Worker Administrative Services Job Profile

**Job Profile:** Clerical / secretarial: e.g. senior secretary / PA / Administrator

**Grade:** 5

**Experience:** Vocational qualifications (N/SVQ 3, ONC or equivalent) plus typically at least **2 years'** work experience in a relevant role **or** school education to standard grade or equivalent plus typically **3 years'** relevant work experience.

**Summary:** Roles at this grade will be responsible for providing or contributing to the provision of support services to an agreed quality standard or specification, within clear procedures or practices. There will be minimal day to day supervision, but clear guidance. The roles require an understanding of the allocated workload but also to react to changing priorities. Initiative is needed to handle processes and resolve problems and queries based on procedures plus experience and judgment, mainly without reference to others. The role may involve supervision of other staff.

### Knowledge and Skills Required

- Working knowledge of relevant systems, equipment, processes and procedures including standard software packages and possibly non-standard software.
- Initiative and judgment to resolve many day-to-day problems independently.
- Good written and oral communication skills; good numeracy skills (if appropriate).
- Good IT skills.
- Familiarity with work priorities and those of colleagues.
- Understanding of relevant policies and procedures, as they affect the role, and the quality standards and outputs required.
- Ability to apply relevant health and safety and other University policies and procedures.

### Representative Work Activities

- prepare reports
- analyse, present and draw conclusions from relatively straightforward information, identifying trends and problems.
- plan and prioritise own work activities to ensure operational efficiency; adjusting priorities as needed.
- May perform support tasks which contribute towards an area which is specialist in nature, managing own work from start to finish.