

Job Description

Administrative Officer Operations	
Grade	D
Directorate	Operations
Place of Employment	The Dockyard, Griffin Lane, Thorpe St Andrew

Main Purpose of the Job:

To provide administrative and secretarial support to the Operations Directorate.

Main Activities and Responsibilities:

1. As part of a team of administrative officers, be responsible for providing a secretarial and administrative support service to the Director of Operations (including the typing of correspondence, taking telephone calls, diary management and data input to databases) and a general administrative support service to the Operations Directorate for nominated areas of business, at both Head Office and appropriate other bases as required.
2. To assist in the organisation of meetings, workshops, conferences and site visits, including the arrangement of catering.
3. To service meetings, including Boat Safety Management Group, Directorate meetings and other internal or external meetings as required by the Operations Directorate, including the preparation of agendas, compilation, formatting and distribution of papers and generating and circulating minutes/notes as appropriate to the meeting.
4. To establish and maintain databases and other effective filing systems for the management of records, including assistance in the collection, collation and management of data and administration for the Boat Safety Scheme, and on all aspects of boat and navigation safety including accidents, safety and other risk assessments, and lifejackets.. To create and maintain

various databases recording of all Operations timesheets, used to inform budget spend and provide audit trail.

5. To upload information to the Internet/Intranet.
6. To deal with correspondence, e-mails and telephone enquiries from other organisations, members of the Authority and members of the public regarding general Operations Directorate issues.
7. To assist with the administration of specific projects, including the compilation of progress reports.
8. To raise orders or make company credit card purchases for Operations Directorate requirements and to maintain budgets and expenditure/commitment records as directed by the Safety Management Officer.
9. To provide Reception cover when detailed. To cover for the other Administrative Officers during their absence (reciprocal agreement).
10. To carry out other duties appropriate to the nature and grade of the post as directed by the Director of Operations or Head of Safety Management.

Key Relationships:

1. Reports directly to the Head of Safety Management.
2. Works closely to support other Broads Authority personnel, as required by the line manager.
3. Liaises with members of the Authority, committees, forums, and members of the public in carrying out the duties.

Person Profile

Specification	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> ▪ Secondary level of education, including GCSEs (or equivalent) in English and maths. 	<ul style="list-style-type: none"> ▪ Certificate in Business/Office Administration (or equivalent) ▪ Secretarial Qualifications.
Specialist Knowledge & Skills	<ul style="list-style-type: none"> ▪ Experience of meetings administration. ▪ Experience of organising conferences and seminars. ▪ Experience of complex minute taking. ▪ Knowledge and experience of using Microsoft Office applications (Word/Excel/Access) ▪ Understanding of intranet and internet web sites. 	<ul style="list-style-type: none"> ▪ Knowledge of the Broads Authority and its statutory purposes
Mental Skills	<ul style="list-style-type: none"> ▪ Judgemental skills and the ability to solve problems and develop solutions over the short term. ▪ Ability to interpret information. ▪ Good numeracy skills, in order to be able to manipulate data. 	
Interpersonal & Communication Skills	<ul style="list-style-type: none"> ▪ Excellent interpersonal and communication skills and the ability to integrate well as part of a team. ▪ Enthusiastic and flexible approach. ▪ Ability to liaise with national/local organisations and other sections of the Broads Authority. ▪ Good written communication skills, in order to be able to compile and interpret reports and deal with correspondence. 	

Specification	Essential	Desirable
Physical Skills	<ul style="list-style-type: none"> ▪ Ability to use a keyboard with high degree of precision and speed in order to input or manage data accurately and efficiently. 	
Initiative & Independence	<ul style="list-style-type: none"> ▪ Ability to work independently within recognised procedures, to use initiative to liaise/work with other staff as necessary to organise/prioritise own workload. ▪ Ability to respond independently to telephone calls and emails and initiate the appropriate action. ▪ Strong organisational skills 	
Physical Demands	<ul style="list-style-type: none"> ▪ Sitting constrained for long periods of time when taking minutes or compiling papers, or providing telecommunications cover. ▪ Limited occasional need for moving furniture or equipment. 	
Mental Demands	<ul style="list-style-type: none"> ▪ Ability to prioritise a wide variety of tasks for a large number of people, often requested by more than one person simultaneously, in order to meet deadlines. ▪ Prolonged periods of meticulous concentration required for minuting seminars and meetings and their subsequent write-up and/or compiling and formatting committee papers. 	

Specification	Essential	Desirable
Emotional Demands	<ul style="list-style-type: none"> ▪ Ability to deal with matters of a sensitive nature in a confidential manner. ▪ Regular exposure to emotional demands in dealing with members of the public who are aggrieved or in dispute with the Authority. 	
Responsibility for People	<ul style="list-style-type: none"> ▪ Provide advice and information on policy and procedures to members of staff and public. 	
Responsibility for Supervision	<ul style="list-style-type: none"> ▪ 	
Responsibility for Financial Resources	<ul style="list-style-type: none"> ▪ Security and use of the company credit card. ▪ Raising orders, cheque/invoice requisitions, rail warrants and parking permits as required. ▪ Checking and signing off invoices and recording expenditure. 	
Responsibility for Physical Resources	<ul style="list-style-type: none"> ▪ Responsible for handling and processing both manual and computerised information, for which care, accuracy, confidentiality and security are required. 	
Working Conditions	<ul style="list-style-type: none"> ▪ Office based. Occasional work outside, and regular work at the Dockyard. Exposure to unpleasant behaviour from members of the public who are aggrieved or in dispute with the Authority. 	

Last updated: October 2024