

JOB DESCRIPTION

Job Title: Administrative Assistant	Grading:
Section:	Reference:
Job Objectives: <ol style="list-style-type: none"> 1. To provide prompt and efficient administration services in accordance with UHI Moray procedures for service(s) within which the postholder is deployed. 2. To provide the necessary information for management information reports and returns and contribute to their completion timeously as agreed. 3. To provide a quality service with a strong customer care focus. 4. To participate in staff development activities and the UHI Moray Staff Review Scheme. 5. To undertake such other reasonable duties as may be delegated from time to time by the line manager(s) 	
Reporting to: The manager(s) responsible for the service(s) within which the postholder is employed	
Reporting to the position: None	
Interface with: Internal and external customers	
Approved by:	Date:
Signature of Post Holder:	Date:

Duties and Responsibilities:

1. To provide prompt and efficient administration services in accordance with UHI Moray procedures for service(s) within which the postholder is deployed.

- a) To develop and use effective information management systems.
 - b) To develop and implement administrative procedures or practices established for the service(s) within which the post-holder is deployed.
 - c) To ensure that all work is produced accurately and timeously in accordance with established procedures.
 - d) To use the agreed "house style" in all work undertaken and produce standard and non-standard communications.
 - e) To absorb and record complex information through accurate minute taking.
 - f) To provide accurate administrative and clerical support.
 - g) To deal with incoming and outgoing mail promptly.
 - h) To maintain files and records as required by UHI Moray policies and procedures.
 - i) To support Clerical Assistants by responding to requests for assistance and advising Clerical Assistants as appropriate in the performance of their duties.
 - j) To support the line manager(s) in maintaining a safe working environment and fulfil personal responsibilities with respect to health and safety.
 - k) To monitor, maintain and control stock as appropriate.
 - l) To utilise relevant equipment in an appropriate and safe manner.
 - m) To receive, approve, process and balance payments as appropriate.
 - n) To authorise expenditure in accordance with financial procedures
 - o) To monitor budget expenditure in accordance with financial procedures
 - p) To maintain an understanding and comply with the college requirements in relation to Equality and Diversity and Health and Safety
2. To provide the necessary information for management information reports and returns and contribute to their completion timeously as agreed.
- a) To record, collate and present information for management information reports and statistical returns as required.
 - b) To design reporting systems to ensure that appropriate management information is available.
 - c) To co-operate with the line manager(s) in dealing with requests for information and investigations into comments/complaints.
 - d) To contribute to the review and development of management information reports.
 - e) To contribute to the annual reporting on the service's performance against quality enhancement targets.
3. To provide a quality service with a strong customer care focus.
- a) To always provide an efficient and courteous service to all contacts.
 - b) To deal with enquiries for information, provide advice and resolve problems as appropriate in the service(s) within which the post-holder is allocated, and to refer complex enquiries to appropriate staff.
 - c) To relay messages promptly and clearly, and to monitor response times to ensure that they are within the time established as the quality standard.
 - d) To contribute to UHI Moray and/or promotional activities and college events.
 - e) To undertake reasonable allocated tasks and projects for UHI Moray such as co-ordinating Course Approvals and Modifications Panel meeting schedules and gathering process enhancement feedback.
 - f) To work with minimum supervision and adjust and prioritise workload to ensure a high-quality service to staff, student, prospective students and clients and external agencies.
 - g) To comply with the UHI Moray Code of Conduct for staff

4. To participate in staff development activities and the UHI Moray Staff Review Scheme.
5. To undertake such other reasonable duties as may be delegated from time to time by the line manager(s).

NOTE The post-holder will be deployed initially in a defined area of the College. However, College may allocate the post-holder to another area of the College to undertake a similar level and range of duties if required by business needs.