

Zero Hours Secretary

Department	Cabinet Office, People Policy and Digital
Section	People and Corporate Services
Reports to	Head of Case Management
JE Ref:	CB1012

Grade CS06

JE Date: 13/03/2023

Job purpose

To provide an efficient and comprehensive secretarial/administrative service for the department to ensure the effective provision of investigations and support services.

Job specific outcomes

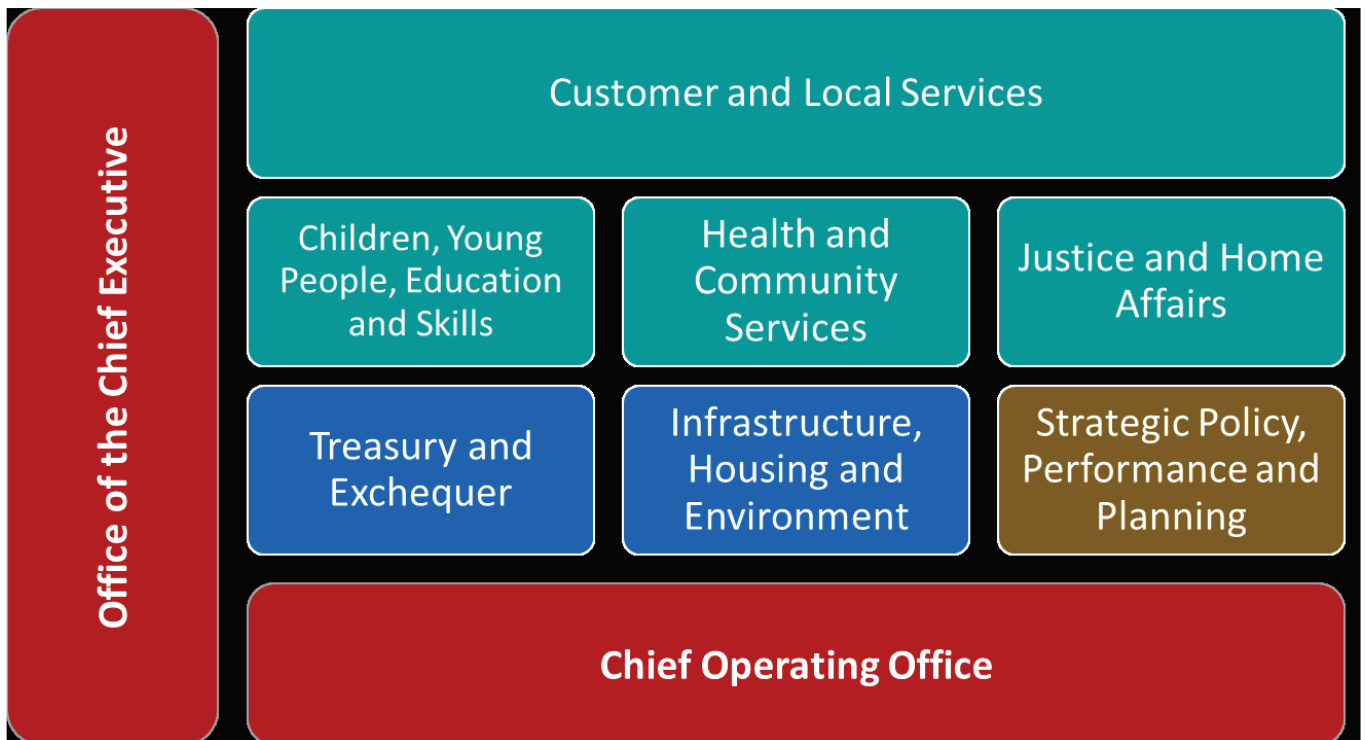
1. To provide a confidential secretarial support in investigations and formal processes.
2. Type all investigation notes and hearing minutes using a variety of methods audio transcription, shorthand or copy typing, accurately and within strict deadlines.
3. Manage any incoming emails requests to ensure that these are dealt with in a timely manner.
4. Provide accurate notes of all meetings held, notes must be accurate and produced in a timely manner.
5. Liaise between Case Managers, Investigators, and panel members with confidence and initiative to ensure that information is exchanged in a timely, efficient and accurate manner.
6. Ability to write minutes in a concise and methodical way.
7. Ensure notes and minutes are sent via secure email to comply with legal and best practice requirements for Confidentiality and Data Protection requirements.
8. To undertake other relevant clerical duties as required.

Statutory responsibilities

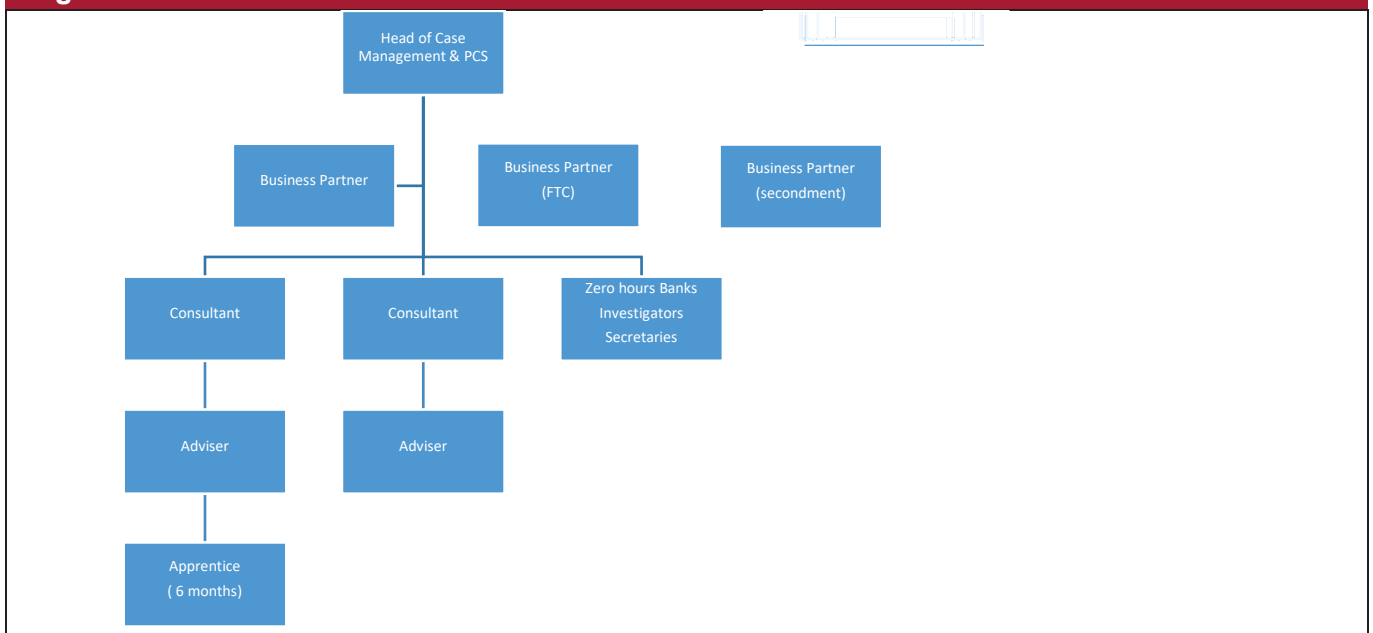
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Organisation chart



Person Specification

Specific to the role

The postholder is expected to possess a relevant secretarial or administration qualification.

The postholder will be an experienced, Administrator / Secretary with the ability to work to tight deadlines whilst under pressure as is using their initiative.

The postholder will possess excellent communication skills as they will be required to deal with case managers, panel members in a clear and concise manner when required.

Tact and diplomacy and full awareness of both legal and best practice requirements for confidentiality and Data Protection.

A thorough understanding of the windows operating system, is essential.

Excellent knowledge of Microsoft Office applications and familiar with other IT software to produce high quality documents efficiently.

Ability to learn the various software used within the Government of Jersey.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to GCSE level or possess an equivalent qualification. Previous experience in a secretarial or administrative role.</p> <p>High level of excellent written English and grammar is required.</p>	ECDL
Knowledge	<p>Excellent word processing, shorthand and audio skills and be able to demonstrate organisational skills with the ability to prioritise both their own and others' workloads.</p>	
Technical / Work-based Skills	<p>Excellent knowledge of Microsoft Office applications and familiar with other IT software.</p> <p>Produce high quality documents efficiently.</p> <p>Ability to learn the various software used within the Government of Jersey.</p>	
General Skills/Attributes		

	<p>Able to deal with priority issues at the same time, maintaining a calm and professional approach.</p> <p>Be able to develop a strong rapport with others.</p> <p>Excellent communication and interpersonal skills are required to speak to Case Managers, panel members as part of the role.</p> <p>Awareness of legal and data protection requirements and the upmost confidentiality as some cases are of a highly complex or sensitive nature.</p>	
Experience	<p>Previous experience of working in a busy secretarial or administrative department.</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.