



Job Title: Administrative Assistant

Department: States Greffe

Division: Chamber and Members' Support

Reports to: Office and Records Manager

JE Ref: SG118

Grade: CS05

JE Date: 27/09/2019

Job purpose

Ensure the effective administration of the States Greffe, delivering a range of exemplary, impartial and professional administrative services to the States Assembly, its Committees and Panels and States members to ensure that they operate at maximum efficiency and maintain a high standard of services as expected by Islanders.

Job specific outcomes

There is a team of Administrative Assistants in the department which works across, and supports, the three sections of the States Greffe (Chamber & Members' Support / Committees and Panels / Digital & Public Engagement).

1. Deal with and manage public queries received by the States Greffe from members of the public, States members and stakeholders, undertaking basic research into States documents to ensure such queries are addressed and dealt with, or escalated, promptly and efficiently.
2. Provide a first line of administrative support to States members, including dealing with IT queries and the maintenance of States members' facilities, to ensure that States members can operate effectively in undertaking their duties.
3. Administer documentation relating to the functions of the States Assembly to ensure that documentation is stored, indexed and filed in accordance with legal requirements and that it is printed and distributed efficiently and promptly and that the States Assembly website and other platforms are maintained efficiently.
4. Administer meetings of the States Assembly and public hearings held by the Assembly's Committees and Panels, operating administrative systems such as audio, log-noting and webcasting equipment, to ensure the meetings run smoothly and are accessible by the public.
5. Administer and manage bookings of States Greffe and States Assembly facilities (including for school visits), liaising with stakeholders, States members, Government departments and the public to ensure that visits to the Assembly and other bookings function efficiently.
6. Administer States Greffe merchandise and stationery stock, preparing invoices, banking cheques and cash and ordering new stock when replacements are required, to ensure that merchandise is kept secure and that the States Greffe and States members have sufficient stationery and equipment to be able to function effectively.



7. Administer travel and accommodation bookings for colleagues in the States Greffe and for States members to ensure such bookings are undertaken effectively and at value for money.
8. Undertake other duties as requested by the Office Manager or the Senior Leadership Team, in support of the functions of the States Greffe.

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 job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	Educated to a minimum of GCSE-level or equivalent that demonstrates basic numeracy, literacy and IT skills	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>		Good working knowledge of the States Assembly and its processes and procedures
<p>Technical / Work-based Skills</p>	<p>Good keyboard skills</p> <p>Excellent levels of literacy</p>	A working command of both spoken and written French as the States



<p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>		<p>Assembly is a bi-lingual parliament.</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Pleasant and helpful manner</p> <p>Self-motivated and able to work on own initiative and calmly under pressure</p> <p>Able to work in an organized and systematic way, with attention to detail and accuracy</p> <p>Discreet and respectful of the need for confidentiality</p> <p>Willingness to help with a variety of tasks</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience in an administrative role, including telephony, word-processing and operating IT systems.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

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.