

JOB SPECIFICATION

GRADE:	Administrative Assistant
DEPARTMENT:	Officers will be deployed within HM Government of Gibraltar's Departments.
RESPONSIBLE TO:	Head of Department

The main duties of the post are:

1. Administrative Assistant is the most junior grade in the Administration Group and this is reflected in the nature of the work. Posts are located in widely differing departments. The duties are regulated by rules or detailed instructions and with little or no discretion to depart from standard procedures.
2. Administrative Assistant is the basic clerical grade and has no supervisory role. Posts within the grade may be supervised by Administrative Officers and are usually managed by the Executive Officers but can be supervised or managed by other grades including grades outside the Administration group. Instruction is usually in the form of training at the workplace undertaken by other experienced Administrative Assistants supplemented by close guidance from immediate supervisors. Detailed training on any particular machinery will be given as necessary.

CHARACTERISTICS OF THE GRADE

3. Posts in the Administrative Assistant grade require staff to undertake a wide variety of tasks, in the direct support to more senior staff. Detailed guidance is generally available in the form of written or verbal instructions. Postholders may assist in the examination of detailed material involving the cross checking of information or in the preparation of stock letters and forms.
4. The performance of tasks and functions laid to the grade may be undertaken with the assistance of office equipment.

EXAMPLES OF ADMINISTRATIVE ASSISTANT FUNCTIONS

Examples of the work areas are as follows:-

- Registry functions including the creation of new files from clear instructions, maintaining and updating indexes, opening, sorting and acknowledging post, associating incoming post with other related papers where a reference or heading is given.
- Filing of papers with a given file reference or clear heading.
- Obtaining papers from a defined source i.e given a file reference or heading.

- Locating files and recording the movement of files together with the operation of a bring-forward system.
- Correspondence involving the completion of standard letter and forms where the information to be added is clearly defined. Simple drafting, i.e. replies, confirmations, etc.
- Maintaining stocks of stationery and office requisites (at branch level) including establishing needs, completion of order forms and subsequently distribution.
- Amending standing instructions, manuals and directories for one or more officers.
- The circulation or distribution of documents, papers, journals, periodical etc from a list provided.
- Basic arithmetical calculations and checks. Other calculations such as percentages, ratios, square roots if details guidance is available.
- Checking information electronically produced or otherwise for completeness and accuracy. Checking of typing and proof-reading of straightforward work either alone or with another officer.
- The preparation, involving the transfer of detail from one or more sources, of documents including computer input forms, records, statistics and electronic mail.
- Taking incoming telephone calls, answering simple enquiries and passing others to appropriate persons. The operation of small desktop telephone switchboards.
- The operation of office equipments, including amongst other tasks the operation of all keyboards where data is being recorded/retrieved/processed on any medium, other than the production of bulk text which is more appropriate to grades in the Secretarial Category.
- The operation of keyboards where data being keyed is numerical, alpha or alpha-numeric is being recorded on any medium.
- The operation in support of desktop all computer peripheral equipment, setting up printers, adjusting print quality, operating all output paper handling equipment.
- Carry out any other duties appropriate to the grade as required by the Head of Department or other senior staff members.

PERSON SPECIFICATION – ADMINISTRATIVE ASSISTANT

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	Three GCSE's (or GCE 'O' Level) passes at A, B or C grade, or CSE grade 1, two of which must be in English Language and Mathematics or equivalent or higher qualifications.	
Knowledge		Knowledge of Government Accounting procedures/Accounting Instructions/General Orders and other Government Regulations.
Key Skills and Behaviours	<p>Computer literacy in dealing with standard MS Word, data processing and spreadsheets.</p> <p>Have good communication skills, both verbal and written.</p> <p>Have good mathematical and analytical skills.</p> <p>Ability to plan and prioritise tasks and work under relative pressure to meet deadlines.</p> <p>Have good organisational skills.</p> <p>Able to work methodically, accurately and with attention to detail.</p> <p>Able to work well in a team environment, on own initiative and on occasions without close supervision.</p> <p>Able to be discreet, professional and have a respectful manner at all times.</p> <p>Able to follow clearly defined work procedures.</p> <p>Willingness to take on responsibility and be discreet when dealing with confidential information.</p> <p>Possess logical thought of action.</p>	Possess the ability to take sound decisions and have sound judgement.

Other Requirements		Available to work, on occasions, as required, after normal working hours.