**JOB DESCRIPTION**

**Title of Post:** Administrative Officer – Various Departments

**Reports To:** Line Manager in designated department

**Main Duties**

The role of the Administrative Officer is to provide an effective and efficient administrative support service to those within their department, carrying out a range of administrative tasks, including use of computer systems, maintaining good communication with colleagues and reporting any issues to their line manager as required.

**Key Responsibilities**

1. To undertake general administrative/clerical duties and provide administrative/clerical support to colleagues within the department, including taking telephone calls, preparing letters, emails and spreadsheets.
2. To provide a full range of typing services including word processing, audio typing and copy typing.
3. To undertake routine filing duties ensuring that manual and computerised filing systems and registers are maintained and updated as necessary.
4. To handle sensitive information in a confidential manner.
5. To deal with queries from internal and external sources.
6. To assist colleagues in their work with outside agencies.
7. To have responsibility for the opening, distribution and recording of correspondence received within the Department.
8. To answer telephone calls, take messages and relay them to colleagues, as required.
9. To take notes/minutes at meetings, as required.
10. To photocopy and prepare documentation/papers for distribution/processing.
11. To ensure the integrity of office security in all interactions.
12. To have responsibility for all records held, created or used as part of the business, including corporate and administrative records whether paper-based or electronic and also including emails, in line with General Data Protection Regulations (GDPR) and the Law Enforcement Directive as well as the Data Protection Act 2018.
13. To ensure compliance with Section 75 duties of the Northern Ireland Act 1998 by having due regard to the need to promote equality of opportunity between:
* Persons of different religious beliefs, political opinion, racial group, age, marital status or sexual orientation;
* Men and women generally;
* Persons with a disability and persons without;
* Persons with dependants and persons without.
1. Any other relevant duties appropriate to the grade, including the participation in the interchange of duties, as may be required.

**Essential Criteria**

1. 5 GCSEs at grade A – C/9 – 4 to include Maths and English (or equivalent)

**OR**

NVQ Level II Administration

**AND**

A minimum of 1 years’ experience working in an administrative role within a Regulatory, Criminal Justice, Human Resources, Finance or Legal environment

**OR**

In the absence of the educational qualifications detailed above, have 2 years’ experience in an administrative role within a Regulatory, Criminal Justice, Human Resources, Finance or Legal environment.

1. Experience of handling sensitive personal data in line with data protection and in a confidential manner.
2. Excellent IT skills, including use of Microsoft Word, Outlook and Excel.
3. Excellent communication skills.
4. Proven ability to use own initiative.