

JOB DESCRIPTION AND PERSONNEL SPECIFICATION

Job Title: Administrative Officer (C&P)
Grade: Administrative Officer (AO)
Salary: £14,890 - £17,099
Reports to:

Background:

The Northern Ireland Commissioner for Children and Young People was established under legislation (Commissioner for Children and Young People [Northern Ireland] Order 2003) to provide an independent voice to promote and protect the rights of children and young people in Northern Ireland and to represent their interests.

Job Purpose:

This is a full time position within the Communications and Participation department, providing an efficient and effective administrative service which supports and enables the team to meet its objectives and duties as outlined in Legislation.

Key Functions:

Support the work of the Head of Department (HOD) and the Communication and Participation team in organising day to day office and administration functions including:

- Head of Department Support – work closely with the HOD to support the administrative duties of the team in meeting its corporate and business plan objectives;
- Operate a 'bring forward' diary system for HOD to ensure all work is followed up and actioned appropriately;
- Diary management – co-ordinate the department's central diary and liaise with other Administrative staff in other teams responsible for diary management;
- Information management – maintain and develop a system to record, file and retrieve correspondence and records;
- Information systems - help to maintain key information system such Media Monitoring and other information databases;
- General Administration Support – including implementing finance procedures and servicing meetings; and
- Administration Co-ordination – co-ordinate the work of the Administrative Assistant to ensure that all administrative tasks are completed.

Main Duties and Responsibilities:

Head of Department Support

- Provide administration support to HOD for a range of key meetings such as Senior Management Team and Head of Department.
- Coordinate associated correspondence, records and follow up actions for HOD
- Manage the HOD's diary including organising and co-ordinating meetings, correspondence and events



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- Co-ordinate the HOD's and general Communication and Participation team's correspondence

Communications Function Support

- Input information onto databases, including the Media Monitoring database;
- Circulate electronic press and broadcast coverage;
- Accurately record media enquires and contact with political figures and circulate to relevant staff;
- Publish information on the corporate web site
- Provide administrative support in the production and distribution of NICCY promotional materials.

General Support

- Co-ordinate the Communication and Participation Outlook calendar/diary;
- Produce and issuing standard letters and documents;
- Maintain Purchase Order log for Communications and Participation team;
- Create and managing mailing lists;
- Assist Communication and Participation staff in the co-ordination and organisation of meetings;
- Arrange meetings, invite participants, book rooms, hospitality and making travel arrangements if necessary;
- Deal effectively with telephone enquiries;
- Deal with queries from staff and managers and research and retrieve information;
- Cover switchboard/reception on occasion;
- Support the Communications & Participation Team in the administration of events, internally and externally;

Other

- On occasion, staff will be required to work outside the normal working week which may include evenings and weekends.
- Members of staff are expected at all times to provide the appropriate service and to treat those with whom they come into contact with in a courteous and respectful manner.
- Staff are expected to demonstrate their commitment to NICCY by their regular attendance and the efficient completion of tasks allocated to them.
- All duties are carried out in compliance with NICCY's Health and Safety Policy and statutory requirements.
- NICCY is an Equal Opportunities Employer. All staff are required to adhere to NICCY's Equal Opportunities Policy throughout the course of employment.
- To ensure the ongoing confidence of the public in the staff of NICCY, staff must ensure they maintain the highest standards of personal accountability.

The above is given as a broad range of duties and is not intended to be a complete description of all tasks. It is important to note that the responsibilities may change to meet the evolving needs of the services that NICCY provides.



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Employees of NICCY are required to support its Mission which is to:

“Safeguard and promote the rights and best interests of children and young people by listening to them and working with them to challenge and change the world in which they live.”

SELECTION CRITERIA

Candidates must be able to demonstrate that they meet **all** the following essential criteria in their written applications and at interview.

Essential criteria:

- A minimum of five GCSE passes at Grade C or equivalent, which must include English Language and Mathematics.

AND

- At least two years **relevant** experience within the last five years, of administrative duties, where relevant is defined as possessing experience in **ALL** of the following
 - IT skills – use of all MS Office packages (Word, Excel, Access, PowerPoint, Outlook) in a business context;
 - Dealing with customer queries in person and by telephone;
 - Arranging meetings;
 - Diary Management;
 - Handling correspondence;
 - Keeping records, both manual and IT-based.

SHORTLISTING:

A shortlist of candidates for interview will be prepared on the basis of the information contained in the application. It is essential that all applicants demonstrate on their application form how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each of the criteria specified. NICCY reserves the right to carry out testing/assessment of candidates as required at any stage of the recruitment and selection process.

Where a specified period of experience is mentioned it may be increased by one-year increments as a method of reducing numbers.

