Job Description

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| **Job Title:** | Administration Assistant – Harbour |
| **Team/Service:** | Torquay, Paignton & Brixham Harbour Offices |
| **Business Unit:** | Tor Bay Harbour Authority (Business Services) |
| **Directorate** | Place & Resources |
| **Responsible To: *(day to day issues)*** | Business Manager / Assistant Harbour Master |
| **Accountable To: *(line manager)*** | Business Manager / Assistant Harbour Master |
| **Salary Grade: *(Spinal column points only)*** | Spinal Column Grade D points 5 - 6 |

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| 1. **Key Purpose of Job**    1. To provide clerical support to staff engaged in the management of Tor Bay Harbour. To undertake the full range of secretarial, word processing, financial and clerical duties involved in running a busy Harbour Office. |

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| 1. **Anticipated Outcomes of Post**    1. To provide clerical support to staff engaged in the management of Tor Bay Harbour and Resort Services. To undertake the full range of secretarial, word processing, financial and clerical duties involved in running a busy Harbour Office. |

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| 1. **List Key Duties and accountabilities of the post**    1. Undertaking all typing and word processing of reports, correspondence and notices including audio typing.    2. Maintaining and updating standard letters, files and reports etc.    3. Dealing with correspondence and formulating replies as appropriate.    4. Dealing with proper receipt and despatch of incoming and outgoing mail.    5. Maintaining efficient and effective filing systems.    6. Being responsible for the requisitioning and safe keeping of office stationery and stores ensuring that there is always a sufficient supply.    7. Receiving cash at the counter and dealing with it in a responsible manner.    8. Computer input and maintenance of customer and vessel details, including raising accounts and posting payments.    9. Collecting money and completing waybills to account for cash received.    10. Dealing with general written, telephone, VHF radio or personal enquiries, including invoice and account queries, in a prompt, informative and courteous manner in line with Council procedures.    11. Dealing with requests and bookings for Harbour facilities and Business services, e.g. berthing, moorings, Beach Huts, etc.    12. Assisting, with the preparation of harbour facility forms.    13. Preparing monthly sickness/training returns for the Human Resources and the Executive Head of Tor Bay Harbour Authority.    14. Being responsible for the administration of the Petty Cash Account and its preparation for processing by the Office Administrator.    15. Promotion and administration of Maritime/Beach/ Events in conjunction with the Assistant Harbour Master.    16. In consultation with the Office Administrator, assist in maintaining all harbour office systems and procedures with due regard to customer care and financial regulations in accordance with the requirements of the Council.    17. Assisting in maintaining daily Harbour Logs and all other records pertaining to harbour administration and ensuring they are submitted appropriately to the parties concerned, as determined by the Harbour Masters and/or the Authority.    18. Allocating moorings in conjunction with the Harbour Master and the Assistant Harbour Master issuing facility forms, winter storage or mooring letters and ensuring each is entered and recorded on the computer accordingly.    19. Maintaining an updated waiting list for moorings, harbour facilities and beach huts, assisting with the maintenance of such lists.    20. Assisting with the keeping of berthing records for vessels using piers and quays for repairs, maintenance etc.    21. Assisting with the office equipment inventory procedures.    22. Assisting with obtaining quotations and preparing information for purchase orders for any materials or services required as requested.    23. Raising purchase orders, receiving goods and resolving queries on the Council’s financial management system.    24. Minute taking at relevant meetings.    25. Assisting the staff engaged in the management of Tor Bay Harbour on ad hoc assignments/projects as and when directed.    26. Provide administrative support to the Executive Head of Tor Bay Harbour Authority including booking appointments, arranging meetings etc. |

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| 1. **Give examples of the typical types of problems and decisions the post will be required to make**    1. Be able to prioritise and manage conflicting deadlines within a busy front line office.    2. Satisfying customer queries and requests. |

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| 1. **Budgetary / Financial Responsibilities of the post**    1. Collecting money and completing waybills to account for cash received.    2. Receiving cash at the counter and dealing with it in a responsible manner. |

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| 1. **Supervision / Line Management Responsibilities of the post ( Please show / provide organisation structure as an appendices, showing official reporting lines**    1. None. |

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| 1. **Working Environment & Conditions of the post**    1. Normal public office environment. |

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| 1. **Physical Demands of the post**    1. Physical demands related to a normal office environment. |

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| 1. **Specific Resources used by the post**     1. Computer, Photocopier, Electronic Tills, VHF and Internal Radios. |

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| 1. **Key Contacts and Relationships**    1. **External:** Members of the Public & Harbour and Beach Users    2. **Internal:** Councillors, Harbour Authority staff, Resort Services staff and other Council Staff |

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| 1. **Other Duties**   To undertake additional duties as required, commensurate with the level of the job. |

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| Other InformationAll staff must commit to Equal Opportunities and Anti-Discriminatory Practice.  1. The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time; however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement. 2. The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures. 3. The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role. 4. This post is based at Torquay Harbour but the post holder may be required to move their base to any other location within the Council at a future date.   f) You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions |

**Person Specification**

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| **Note for Candidate**  **All Candidates**  The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.    In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria. Candidates who consider that they have a disabilityReasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role. |

**Person Specification**

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| **Job Title:** | **Administration Assistant – Harbour** | **Business Unit:** | **Tor Bay Harbour Authority (Business Services)** | **Team/**  **Service:** | **Either Torbay Harbour Office** |

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. Word Processing. 2. Ability to communicate clearly and effectively with staff at all levels, Councillors and members of the public. 3. A methodical and flexible approach to work, willing and able to work in various sections as workload dictates. 4. A high level of accuracy and attention to detail. 5. Ability to work as part of a team. 6. Ability to work to conflicting deadlines. 7. Respect for confidentiality when necessary. 8. Ability and desire to gain knowledge of marine issues, boats tides and harbours. | 1. Experience in taking minutes. 2. VHF Licence. |

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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Copy typing. 2. Use of word processors, spreadsheets, other software systems, general office equipment, i.e. Photocopier, fax machine, electronic till. 3. Working knowledge of Internet, Microsoft Word, Microsoft   Excel, Microsoft Outlook. | 1. Knowledge of marine issues, boats, tides and harbours. 2. Knowledge of VHF radio communications. 3. Knowledge of bridge and cill. 4. Knowledge bespoke harbour systems such as HMS and MarNIS. |

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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 1. Customer care – working with the public. 2. General clerical experience in an office environment. 3. Experience of handling cash. | 1. Experience of compiling routine correspondence. 2. Experience of maintaining accurate, up to date   filing systems. |

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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
| 1. RSA Stage II Typing/Word Processing qualification or  equivalent. | 1. Maths and English Language GCSE passes at grade C or above (or  equivalent.  2. RSA Stage III typing/word processing. |

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| Essential – Other requirements of the job role  * Ability to carry out the physical requirements of the role (i.e. manual handling) |

**Dec 2015**