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## **JOB DESCRIPTION**

### **ADMINISTRATIVE ASSISTANT (JOB SHARE)**

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#### **Reports to the Administration Manager**

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- **Primary Responsibilities**

**To** assist with the general duties of administration for the Harbour and related activities and to ensure the filing of records is maintained to the highest standard.

**To** provide secretarial and administrative support to the Harbour Commissioners' various committees including liaison with committee members, agenda preparation, minute taking/transcription.

**To** provide secretarial and administrative support to the management team, as required.

- **Duties:**

The post holder's duties will also include but not be restricted to the following:

- (a) To be the main point of contact for internal and external enquiries received by e-mail, post and telephone;
- (b) To open, sort and distribute incoming post, actioning correspondence when appropriate;
- (c) To undertake a range of secretarial tasks including typing of correspondence, reports, licences, and the preparation of presentational material;
- (d) To ensure the Harbour Management System database for annual moorings/dinghy park is kept up to date;
- (e) Provide IT and general administrative support, ie filing, photocopying, laminating, faxing, dealing with outgoing/incoming post, etc;
- (f) To create and maintain a variety of computerised and manual records and indices, ensuring that these are accurate and up to date;
- (g) Monitor and maintain stationery supplies, consumables, uniform items, re-ordering as necessary;
- (h) To organise meetings, as required, booking rooms, refreshments and any related administrative tasks, as required;
- (i) To assist the Administration Manager in the production of the annual Visitors' Guide to Yarmouth;
- (j) Provide cover for the Administration Manager in that person's absence.

This job description is not intended to be exhaustive and in addition to these functions the postholder is required to carry out such other duties as may reasonably be required, provided it is within his/her competence.

## Personal Skills

Skill	Level
<u>Change Focus:</u> Flexibility is demonstrated by the job holder responding positively to changes introduced by the business, while maintaining customer satisfaction. The job holder seeks opportunities to fine tune their role to respond to individual customer and business needs in a cost effective way.	A - Flexible
<u>Communication – Oral:</u> The job holder understands and conveys information clearly to colleagues and customers. They contribute appropriately and effectively to discussion, ask questions when unsure, listen to others, and respond constructively to what has been said.	A - Conveys
<u>Communication – Written:</u> The job holder communicates written material related to their job performance and demonstrates the ability to complete relevant forms and questionnaires, take messages and write short letters in response to requests for confirmation or information.	A - Conveys
<u>Customer Focus:</u> The job holder focuses on pro-actively providing a first class service to their colleagues and to Yarmouth Harbour’s customers in their day to day activities.	A - Service
<u>Decision making:</u> The job holder maintains and uses information checking it for accuracy and completeness. They make decisions by selecting the best option from a range of solutions, and know when and how to seek guidance.	A - Operates
<u>Further development:</u> The job holder is required to be confident and regularly demonstrate formal technical skills needed in the job.	B - Competence
<u>Managing resources:</u> The job holder works to the full potential of their resources, carefully maintaining and using them to yield the highest productivity.	A - Maintains
<u>Planning and Organising:</u> The job holder prioritises their own work to make the best use of resources and time available, balancing a variety of tasks at any one time, discussing any needs for further skills with their leader.	A - Managing Task
<u>Team working:</u> The job holder creates a supportive and productive working relationship with all the colleagues they come into contact with, including suppliers.	A - Supports

### **Safety responsibilities (as for all staff)**

As per Sections 7 and 8 of the Health and Safety at Work Act 1974, irrespective of other duties all employees have a responsibility to:

- Take reasonable care for their own health and safety and that of others who may be affected by what they do or by their failure to do what they should.
- Co-operate with their employer or any other person, so far as is necessary, to enable the employer or other person to perform or comply with any requirement or duty imposed under a relevant statutory provision.
- No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions.

In addition, employees have responsibilities to:

- Maintain familiarity with the Organisation's and safety provisions, including relevant procedures, risk assessments and control measures;
- Observe and conform to the Organisation's safety rules and control measures;
- Correctly use the equipment and tools provided, including use of personal protective equipment;
- Report any defects in equipment immediately;
- Report accident, incidents or near-misses including those which may have led to damage to equipment;
- Suggest ways of effectively minimising or eliminating hazards and risks;
- Set a personal example, especially to junior staff;
- To take on training as required to help the Organisation meet its safety obligations.

### **Safety responsibilities (specific to post)**

- As per monthly Scheduled Work reports