



Role Description & Person Specification

Administrative Officer – Department of Infrastructure

Shared Services Division – 2 year LTA

General Job Title:	Administrative Officer
Department:	Infrastructure
Division:	Shared Services
Section:	Facilities Management
Responsible to:	Office Manager
Grade:	PSC Pay Band 7

What will you do?

The job holder will be a key member of the Shared Services, Facilities Management administration team, providing essential services to senior staff, technical staff, property users and the public.

- Work as part of a team to ensure that the Division's finance administration procedures are adhered to in a timely and efficient manner.
- Ensure that customer care and the Division's service delivery standards are achieved.
- Ensure that all customer-related contact is properly recorded and kept up to date.
- Identify and deal with client concerns and enquires and any issues efficiently and promptly.

What does that involve?

Financial Administration

Accurately log inbound & outbound invoices; matching purchase orders with invoices checking that they are coded correctly and are in line with financial regulations. Prepare and post the monthly purchase card journal and administer weekly and monthly timesheets as and when required. Assist with maintaining the Division's project codes in the Government accounting system (Axapta).

Contracts and Procurement

As part of the team, help facilitate the procurement, implementation and management of contracts, liaising with both department budget holders and contractors and providing information to ensure that contracts are managed effectively and within budget. Keep records and files up to date.

Helpdesk

As part of the team, you will provide cover when required to maintain an effective and efficient helpdesk service, answering emails and telephone calls from internal and external customers and ensuring expectations for service levels are met by displaying a high level of

customer focus. You will be entering maintenance requests into the Facilities Management system (currently Concerto) maintaining a high level of accuracy.

General filing & document retention policies

Keep files and documents (both paper and electronic) organised and current whilst adhering to GDPR and data protection guidelines making sure that documents are stored and labelled correctly for later use

- Scanning and accurately logging service reports into relevant property files.

General Administration

Provide administrative support to Property Managers and Foremen, assist with ad hoc administrative tasks as required.

Work as part of the team to undertake ongoing reviews of current practices to become a lean and efficient service with continuous improvement and ensuring procedures and processes are kept up to date. Provide cover in the absence of other team members.

This job description is intended to be a guide to the general scope of duties and not a rigid inflexible specification and should be reviewed and amended accordingly, in line with the provisions of the Performance Development and Review Scheme

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews. Regular meetings should be held with the line manager and a six monthly interim review will be held. A Personal Development Plan will be agreed specifically designed to deliver the aims and objectives of the Public Estates and Housing.

Service Delivery

The post holder will be accountable for the delivery of the responsibilities of the section in accordance with the Department's resources, policies and procedures.

Provision of Advice

The post holder will be a source of information and advice to the Facilities Management Team and the wider Shared Services Division regarding the management of and progress with current projects which form part of the Facilities Management office's responsibility.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Officer of the Department.

Reporting Framework

The post holder reports to the Office Manager

The Office Manager, as Line Manager, is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review Scheme. The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

Personal Delivery Plan and a Personal Development Plan are agreed with the post holder; Review and assessment of the post holder's performance and competency/behaviours is made; and Performance and Development Review meetings are conducted.

Staff Management

No direct line management responsibility.

Integrity

As an appointee of the Department of Infrastructure, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Government and client information and business and to uphold such confidences.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Experience in financial systems and processes, preferably within the public sector	D	CV/Interview
Working knowledge of Axapta	D	CV/Interview
Has open conversations	E	Interview
Addresses the issues	E	Interview
Builds supportive relationships	E	Interview
Is professional and credible	E	Interview
Previous office experience	E	CV/Interview
Working knowledge of Excel and working knowledge of other Microsoft Office programs including Outlook, Word and Power Point.	E	CV/Interview
Capability		
Future focused	E	Interview
Experience and ability to work as part of a team and in a customer service environment	E	CV/Interview
Strong customer service skills and is confident when answering the telephone.	E	CV/Interview
Makes considered decisions, thinking about the wider implications.	E	Interview
Encourages innovation and supports change	D	Interview
Clear and fluent in oral and written communications	E	CV/Interview
Character		
Excellent organisation skills	D	CV/Interview

Ability to provide accurate and timely information	E	CV/Interview
Makes decisions and is prepared to act on own initiative.	D	CV/Interview
Has the ability to work under pressure and have a flexible approach.	E	CV/Interview
Trust and is trusted	E	Interview
Has positive energy and drive	E	Interview
Other requirements		
Isle of Man Worker	D	Application