

Administrative Office

Government Analyst Laboratory

What will you do?

This post is the primary point of contact between the Laboratory and its users (all Government departments, private sector companies and general public), receiving all personal and telephone enquiries, receiving all samples submitted for testing, and undertaking substantial parts of the non-technical administration involved with the Laboratory's work. The job entails much task switching throughout the day, often time-bound and without forewarning, with an over-riding requirement for accuracy, yet operating without direct supervision.

What does that involve?

Key activities include the following:

1. Receiving samples for testing, including assessing information provided and identifying those for which technical assistance is required at the time of receipt.
2. Initial distribution of samples within the building to correct locations and storage.
3. Filing and file management, hardcopy and electronic, including managing disposal after defined retention period, including confidential records.
4. Recording information from as well as finding and issuing information and guidance to inquirers (within defined parameters).
5. Direct liaison with public by phone and in person, likewise staff from other parts of Government, and politicians.
6. Use of specialist databases and spreadsheets, in particular Laboratory Information Management Systems.
7. Electronic transfer of data between different systems.
8. Processing purchase orders and invoices, maintaining accounts and order records (all in accordance with Financial Regulations).
9. Preparation of customer invoice details and preparation of creditor invoices for payment.
10. Sending and receiving mail and other goods, which may involve liaison with external bodies.
11. Maintaining stationery stocks, including ordering as necessary.
12. Compliance at all times with the Laboratory's Quality System.
13. Chargecard holder and petty cash keeper.

N.B. The nature of many of the tasks described above are such that they directly affect the quality, accuracy and efficiency of the Laboratory's work and/or the Laboratory's accredited status, and can have a direct affect on the results produced by the Laboratory and reported externally.

In addition to the specific duties described above, the role holder shall perform such duties and observe and conform with such reasonable instructions as the Department, or person duly authorised by the Department, may from time to time give.

Contacts and Communication

You are the first point of contact for external enquires from both members of the public, external partners and other Government departments by telephone and e-mail.

You have:

- The ability to communicate, with staff, members of the public in a polite, professional and informative manner.
- The ability to signpost internal and external enquires to the relevant departments and provide crime prevention advice where necessary.
- Have excellent communication skills.
- Communicate by telephone, e-mail, teams and face to face with members of the team, external partners and other Government departments.

Problem Solving and Decision Making

The post holder will be expected to have good problem-solving skills and the ability to think both rationally and quickly on their feet in order to deal with day to day matters concerning the smooth running and upkeep of the office environment. The post holder will be expected to escalate matters where appropriate to the relevant department heads.

You will be required to know, understand and abide by Government procurement guidelines striving to achieve best value for money for any items or services procured for the Government Laboratory

Develop internal policy and procedure to assist with the smooth running of the office environment.

Autonomy

The post holder will not manage staff but will be expected to build and maintain working relationships with the team and external partners.

The post holder will be expected to open and close the office and leave the building secure when unoccupied.

The post holder will be expected to adhere to Government guidelines for procurement procedures and identify best value for money in line with guidelines.

On a day to day basis the post holder will be expected to review competing demands, set and agree deadlines with department heads. In turn the post holder will be accountable to the Quality Manager.

You will have the ability to manage your working day reassessing your own workload and seeking advice when required from the Quality Manager.

A record of hours worked, time accrued and leave / time off is to be maintained.

The post holder is expected to source and order office equipment for the team in line with Government Procurement guidelines and procedures.

Management of Resources

You do not have any staff to manage but will report to the Quality Manager (grade SSO).

You will be expected to work as part of the wider team with staff from both the Chemistry and Microbiology departments.

The post holder is responsible for identifying their own training and development needs with their first line supervisor.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Has open conversations.	E	Interview
Addresses the issues.	E	Interview
Builds supportive relationships.	E	Interview
Is professional and credible.	E	Interview
Hold English Language at Grade C (4) or above.	D	CV
Numeracy in the workplace.	D	CV
Have prior experience of working in an office or in a customer facing role.	D	CV
Capability		
Future focused.	E	Interview
Makes considered decisions.	E	Interview
Encourages innovation and supports change.	E	Interview
Competent in the use of IT systems and MS applications, word and excel.	E	CV/Interview
Competent in the use of Laboratory Information Management Systems or similar.	E	CV/Interview
Manage short, medium and long-term objectives whilst managing competing demands.	E	CV/Interview
Ability to meet deadlines whilst remaining calm under pressure.	E	CV/Interview
Excellent interpersonal and communication skills.	E	CV/Interview
Excellent organisational skills and the ability to effectively manage and organise competing priorities effectively.	E	CV/Interview
Character		
Trusts and is trusted.	E	Interview
Has positive energy and drive.	E	Interview
Inspires, motivates and empowers.	E	Interview
Able to meet strict deadlines and seek assistance when required.	E	CV/Interview
Able to continually maintain and enhance your knowledge and skills for the benefit of yourself and the team.	E	CV/Interview
Well organised and highly motivated and driven individual to meet the requirements of the role.	E	CV/Interview
Confident, positive and energetic with a can do attitude whilst remaining un-phased by obstacles.	E	CV/Interview

Able to quickly and accurately assimilate and explain information in a clear manner.	E	CV/Interview
Ability to set/reassess priorities, under pressure whilst maintaining resilience.	E	CV/Interview
Commitment to achieving high standards.	E	CV/Interview
Able to display integrity and maintain the confidentiality of customer information.	E	CV/Interview
Other requirements		
Isle of Man Worker.	D	Application
Full, Valid Driving Licence.	D	CV/Interview
Satisfactory police Check.	E	Pre-employment checks