



## Role Description & Person Specification/Advertising Profile

# Central Administration Officer

**Location:** DHA Headquarters, Tromode, Douglas

**Grade:** Administrative Officer

**Responsible to:** EO Central Administration

## What will you do?

The Department of Home Affairs is responsible for ensuring community safety in the Isle of Man. We aim to improve the quality of life for Island residents by providing effective services for their safety, protection and security.

Working within the Executive Office, you will be part of a small, friendly, professional team and will play a critical role in keeping the Island's community safe. As a central resource, the role is varied and interesting and you will be responsible for delivering a high standard of administrative support.

This is an exciting opportunity where you will need to have excellent communication and organisational skills, the ability to use your own initiative, and work with discretion, diplomacy and sound judgement. It offers excellent development and training opportunities, giving you the chance to work across all areas of the Department and build your understanding of the Isle of Man Government.

If you are a highly organised with great communication skills, this could be the role for you!

## What does that involve?

**In this role you will support a range of services:**

- Providing assistance to the Chief Officer (CEO) in the production of papers for Tynwald Business, Department and Committee meetings.
- Supporting the Department's Committees, Partnerships, Boards, Forums and working groups by:
  - Arranging meetings and venues
  - Preparing and circulating agendas and papers
  - Accurately recording and producing minutes
  - Ensuring timely circulation of notes/minutes and tracking follow-up actions.
  - Providing day-to-day administrative support, including, handling incoming and outgoing post and drafting and formatting correspondence, reports and presentations.

**Working Together for the Isle of Man**

- Supporting the Department's reporting requirements, including liaising with colleagues in the CEO's office, Service Heads and their teams and colleagues across Government, undertaking research and collating/drafting information to help form plans and reports.
- Receiving and responding to telephone enquiries and greeting visitors.
- Monitoring various email inboxes, including the Department's General Enquiries Mailbox – filtering, directing or responding as appropriate.
- Assisting in the administration of records in accordance with the Department's policies and retention schedule, including improving and maintaining the Executive Office's filing system.
- Supporting colleagues as required, and specifically in relation to the day-to-day running of the Executive's Office for matters such as, incoming enquiries, complaints etc.
- Acting as the first point of contact to provide support to individuals appointed by the Department for statutory functions.
- Maintain the Department's webpages by working with the Executive's Office and Service Area representatives.
- Providing administration support to Department-wide project work.
- Support the Senior Information Risk Officer and Data Protection Officer for the Department with administration tasks related to information governance, data protection and freedom of information as/when required.
- Performing any other duties as may reasonably be required within the scope and grade of the post.

## What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
<b>Credibility</b>		
5 GCSE's at Grade C (4) or above (including English Language) or equivalent.	<b>D</b>	CV
Relevant experience in an office environment with excellent verbal and written communication skills.	<b>D</b>	CV
Competence in all aspects of Microsoft Office Applications, (Word, Excel, Outlook, Teams, PowerPoint) and confidence in learning new systems.	<b>E</b>	CV
Experience of accurate note-taking and producing minutes of meetings.	<b>D</b>	CV
<b>Capability</b>		
Takes pride in delivering consistently high levels of service and support	<b>E</b>	CV/Interview
Understands how the achievements of their team contribute to the achievement of the Department's objectives and priorities	<b>E</b>	CV/Interview
Remains focused and reliable under normal, routine work pressures.	<b>E</b>	CV/Interview
Looks for efficiencies and improvements in their work.	<b>E</b>	CV/Interview
Builds positive relationships with colleagues and stakeholders.	<b>E</b>	CV/Interview
Manages competing priorities and escalates issues when needed.	<b>D</b>	CV/Interview
<b>Character</b>		
Demonstrates a positive 'can do' attitude	<b>E</b>	CV/Interview
Sets realistic expectations of what will be done and by when.	<b>E</b>	Interview
Motivated to provide the best possible support for the team.	<b>D</b>	Interview
Shows persistence in achieving work goals and meeting deadlines.	<b>E</b>	Interview
Manages interruptions, changes and additions to workloads effectively.	<b>E</b>	Interview
<b>Other requirements</b>		
Isle of Man Worker	<b>D</b>	Application
Full, valid Driving Licence with access to own vehicle	<b>D</b>	Pre-employment Checks

Satisfactory Police Check	E	Pre-employment Checks
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