

## DEPARTMENT OF EDUCATION AND CHILDREN

### JOB DESCRIPTION

<b>Job Title:</b>	Senior Secretary (Corporate Services)
<b>Grade:</b>	Senior Secretary
<b>Terms and Conditions:</b>	Civil Service Regulations
<b>Division:</b>	Corporate Services
<b>Responsible to:</b>	Support Manager 3 (Administration and Transport)
<b>Responsible for:</b>	No staff management responsibilities

### PURPOSE

- To provide secretarial support to the Education Project Manager and Investigating Officer, Legal and Administration Manager and the Support Manager 3 (Administration and Transport).
- To assist in the delivery of a range of support services to the Department, schools and the Isle of Man College of Further and Higher Education.

### MAIN DUTIES AND KEY ACCOUNTABILITIES

#### 1. Secretarial Duties:

- Audio typing and word processing.
- Taking notes at meetings, as requested.
- Providing administrative support for investigations, including arranging appointments, typing up notes, transcribing audio recordings and photocopying documentation.
- Arranging meetings & maintaining diaries.
- Drafting letters and reports.
- Handling telephone enquiries, assisting callers where possible and re-directing calls where appropriate.
- Maintaining filing systems.
- Arranging travel.

#### 2. Administrative Support:

- Inputting data on to spreadsheets and databases, including fixed penalty notices, payments against budgets, out of catchment area requests, school travel, surveys and Education otherwise.
- Monitoring the Evolve System (Educational Visits) and issuing invoices as required.
- Assisting in the opening and recording of tenders.
- Preparing the Purchaser Card Log on a monthly basis.
- Assisting with enquiries relating to trusts, emergency payments and scholarships.

- Assisting the Support Manager 3 (Administration and Transport) with taxi transport administration and the MiDas database, as required.
- Arranging training courses and producing training materials, as required.
- Assisting with student awards, as required.

### **3. Cover**

Providing cover for the Senior Secretary (Lettings), assisting in providing cover for the Support Manager 3 (Administration and Transport) and other colleagues, as required.

### **4. Any Other Duties**

Any other duties as requested as commensurate with the post and level of responsibility.

## **GENERAL SCOPE**

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 & 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.

## **HEALTH & SAFETY**

The post holder will be responsible for his/her own health and safety and the impact of his/her actions on others. They will be responsible for reporting any possible risks or near misses to a responsible manager and/or the Health & Safety Adviser of the Department of Education and Children.

## **REPORTING FRAMEWORK**

The post holder reports to the Support Manager 3 (Administration and Transport). The Support Manager (Administration and Transport), as line manager to the Senior Secretary, 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 as it applies to the role.

As Reporting Officer, the Support Manager 3 (Administration and Transport) will ensure that, in line with the timescales set out in the Scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan are agreed with the job holder;
- review and assessment of the job holder's performance and competency/behaviour are made; and
- a Performance and Development Review meeting is conducted

## **INTEGRITY**

Working within the Department of Education and Children, the post holder is expected to recognise that their every day business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Department of Education and Children business and to uphold such confidences.

## **COMPETENCY LEVELS:**

The competency levels for this role are:

Leading and Working Together	-	A
Communicating and Influencing	-	A
Achieving Results	-	A
Delivering a Quality Service	-	B
Changing and Learning	-	A
Showing Commitment and Resilience-	-	A

**Isle of Man Civil Service**

**Person Specification**

**Role:** Senior Secretary

**Department:** Education & Children

**Job Summary:** To assist in providing the necessary support services to the Department, Schools and Isle of Man College of Further and Higher Education.

<b>Attributes</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>		
hold GCSE hold GCSE English Language at Grade C or above or equivalent English Language at Grade C or above or equivalent <b>and</b>	E	CV/Certificates
hold an acceptable external qualification in text processing and audio transcription (e.g. OCR Text Production (Advanced) distinction and OCR Audio transcription (Advanced) distinction or RSA III Text Processing Part 1 with distinction and RSA III Audio transcription Part 2 with distinction; <b>or</b> pass the Civil Service Typewriting Grading Test and Audio Grading Test. (Further information on the <a href="#">Secretarial Grading Tests</a> and <a href="#">Acceptable Qualifications</a> can be found in the <a href="#">Civil Service Regulations Handbook</a> ), <b>and</b>	E	CV/Certificates
have at least 1 year's relevant experience of duties in the Secretary grade description (relevant experience outside of the Civil Service can be accepted), or hold relevant advanced qualification (e.g. OCR Word Processing (Advanced) pass, or OCR Document Presentation (Advanced) pass, or RSA III Word Processing Part 2 pass, or RSA III Document Presentation Part 2 pass).	E	CV/Certificates

<b>Experience</b>		
Minimum of 1 year's secretarial experience including significant audio typing, IT and administrative work.	E	CV/Interview
Previous experience of dealing directly with members of the public.	E	CV/Interview
<b>Knowledge &amp; Skills</b>		
Knowledge of IT with proficiency in Outlook, Word, Excel and previous experience of working with databases.	E	CV/Interview
Good interpersonal skills.	E	Interview
Ability to work to tight deadlines and to prioritise.	E	Interview
Ability to create and maintain customer and client relationships both internally and externally.	D	CV/Interview
Excellent written and verbal communication skills.	E	CV/Interview
<b>Disposition</b>		
Self motivated, self disciplined and reliable.	E	CV/Interview
Flexible and adaptable approach to work	D	Interview
Capable of dealing effectively with a variety of people at different levels in difficult or challenging situations.	E	CV/Interview
Resilient and able to perform under pressure.	E	Interview

<b>Circumstances/Interests</b>		
IOM worker	D	Application form/Pre-employment Checks
Full clean driving licence	D	CV
Access to own vehicle	D	Application form