

## **JOB DESCRIPTION**

<b>POST:</b>	Administrative Officer (AO) Administration Team Corporate Services Directorate
<b>GRADE:</b>	Pay Band 7 / AO
<b>DEPARTMENT:</b>	Department of Environment, Food and Agriculture (DEFA)
<b>RESPONSIBLE TO:</b>	Office Manager, Corporate Services Administration Team
<b>RESPONSIBLE FOR:</b>	No staff management responsibility

### **RECRUITMENT PROCESS:**

Applicants should clearly state in their applications how they satisfy each of the '**essential**' attributes of the Person Specification which is included at the end of this document and, ideally, how they also satisfy the '**desirable**' attributes. This could be in the form of a table following the format of the Person Specification.

It is intended that interviews (including an assessment exercise) for shortlisted candidates will be held on **Friday 15<sup>th</sup> June 2018**. The assessment exercise will involve literacy and numeracy and will take around an hour. An interview of around 40 minutes will follow.

Please mention in your application if this date presents any difficulties to you.

### **EMPLOYMENT TERMS AND CONDITIONS**

The 3 point salary scale for the post is currently IOM civil service spine points 14, 16 and 18, which equate to £20,717, £23,139 and £25,574. Salary on appointment would be at the lowest point, except where existing salary and relevant experience may justify additional increments. Thereafter, progression up the salary scale would be by annual increment, assuming adequate performance.

Full details of terms and conditions of service, including details of annual leave entitlement, pension arrangements etc. can be found at: [http://www.gov.im/hr/iomcs/cs\\_regs/](http://www.gov.im/hr/iomcs/cs_regs/).

If you would like to visit the office to discuss the posts, or if you have any queries, please contact:

Liz McMahon, Office Manager, tel: (01624) 685476 or email [liz.mcmahon@gov.im](mailto:liz.mcmahon@gov.im)  
or Nigel Taylor, Higher Executive Officer, tel: (01624) 686507 or Email [nigel.taylor@gov.im](mailto:nigel.taylor@gov.im)

### **LOCATION**

The posts are located at St Johns in our award winning headquarters, *Thie Slieu Whallian* which was opened in 2010. The office building is located in attractive public gardens, has excellent staff facilities and free parking.

## **JOB PURPOSE**

The purpose of the post is to be part of a central administration team working together to support the functions of the:

- Road Transport Licensing Committee (RTLCL);
- Environment, Safety & Health Directorate of DEFA;
- Office of Fair Trading (OFT).
- Reception and Corporate Services Directorate of DEFA

(The OFT and RTLCL are legally independent agencies of the Isle of Man Government which moved to St Johns in mid-2016 and which are serviced by the DEFA Corporate Services Directorate.)

## **THE TEAM**

The Administration Team consists of 4 administrative officers, led by the Office Manager.

The work areas listed below cover the work of all 4 administrative officers. New members of the team will be dedicated to 1 or 2 of the areas listed, but it is hoped in time to rotate duties to gain a good working knowledge of all areas, for flexibility purposes. This will obviously take time to ensure that people have effective knowledge and confidence in their work.

## **ROAD TRANSPORT LICENSING COMMITTEE**

The Road Transport Licensing Committee (RTLCL) acts as an independent licensing and tribunal body of Government with responsibility for regulating the transport of passengers on the Island.

- Providing support to the Secretary of the Committee in the administration of Committee meetings.
- Processing applications and renewals from Operators and Drivers for all aspects of the licensing and registration system, and to issue Licences, Certificates, and Operator Discs using a customised software package.
- Maintaining accurate records and statistics in conjunction with licensing and registration, etc. using specialist computer software (LalPac).
- Identity checking applicants and assisting them in the completion of their Disclosure & Barring Service applications (Police checks).
- Dealing with enquiries at reception and by telephone, and providing advice and guidance to customers.
- Acknowledging complaints and co-ordinating enforcement procedures.
- Undertaking research as and when required.
- General administrative support and housekeeping including; research, scanning, data filing, archiving and photocopying.

## **ENVIRONMENT, SAFETY AND HEALTH DIRECTORATE**

Administrative support to the Units within the Environment, Safety and Health Directorate which consist of: Environmental Health Unit, Environmental Protection Unit and Health and Safety at Work Inspectorate.

- Processing enquiries and service requests from customers relating to any of the Directorate's Units, using specialist computer software (Uniform).
- Upkeep of the Directorate's electronic registers and filing systems to ensure accuracy of record-keeping and compliance with data protection and freedom of information legislation.
- Providing accurate advice to customers on aspects of work carried out by the Directorate's Units.
- Processing property search enquiries from advocates or members of the public.
- Processing monthly dog warden returns.
- Occasional preparation of Agendas and Minutes for meetings.
- General administrative support and housekeeping including, scanning, filing, archiving, and photocopying.

## **OFFICE OF FAIR TRADING**

The role of the Isle of Man Office of Fair Trading (OFT) is to "*protect, inform, advise, support and represent generally the interests of consumers*".

- Supporting the Secretary of the OFT Board by proofreading papers, collating agenda items, setting up meetings on the Boardpad system and maintenance of associated records.
- Co-ordinating the processing of creditor invoices and the invoicing of debtors for action by Treasury Shared Services.
- Providing administrative, copy typing and proofreading support to the Adjudicators of the IOM Financial Services Ombudsman Scheme.
- General administrative support to the technical officers of the OFT.

## **CORPORATE SERVICES DIRECTORATE / RECEPTION**

Servicing DEFA's public reception and, where time and workload permit, providing cover for other officers of the Corporate Services Directorate:

- Processing and issuing a range of licences, permits, livestock tags, etc. at the public counter.
- General DEFA reception desk support including fielding general enquiries for the Department and either dealing with them or referring them to appropriate area, post opening and receipting payments.
- Finance duties, including banking.

## **HEALTH AND SAFETY**

All staff must ensure that they are conversant with and comply with the policies on health and safety. The postholder will take responsibility for their own health and safety and the impact of their actions on others. The postholder will be responsible for reporting any possible risks or near misses to management and/or the Health and Safety Officer. The postholder is also expected to assist and support the Health and Safety Officer in reviewing the risk assessments for their work area and ensuring that both they and their staff are compliant with Health and Safety controls identified in risk assessments.

## **STAFF REPORTING**

The Office Manager, as line manager for the Administrative Officer posts, is responsible for working through the Civil Service Performance & Development Review Scheme with the postholders.

All Civil Servants have a personal responsibility for performance management. The postholders will be expected to contribute to their annual performance development review and all interim performance reviews.

## Person Specification

**POST:** Administrative Officer (AO)  
Administration Team  
Corporate Services Directorate

**DEPARTMENT:** Department of Environment, Food and Agriculture (DEFA)

<b>ATTRIBUTES</b>	<b>Essential or Desirable</b>	<b>INTERVIEW ASSESSMENT</b>
<b>Qualifications</b>		
5 GCSEs at Grade C or above including English Language (or equivalent)	E	Application
<b>Experience</b>		
Experience of administrative work in an office environment.	D	Application/ Interview
Experience of working effectively in a customer-facing role.	D	Application / Interview
<b>Knowledge and Skills</b>		
Good oral and interpersonal communication skills, with the ability to deal with customers and colleagues over the phone and in person effectively, in an efficient and professional manner	E	Interview
Good written skills, with the ability to express information clearly, accurately and professionally in writing.	E	Application Assessment/ Interview
Typing from copy with emphasis on accuracy rather than speed and also the ability to actively proof-read the work of others.	E	Application/ Assessment/Interview
Good numerical skills, with the ability to undertake routine calculations and validate data through basic mental arithmetic.	E	Application/ Assessment/ Interview
Skills in the use of IT systems including word processing and spreadsheets, with the ability to become effective in the use of new systems such as databases 'Uniform' and 'LalPac'.	E	Application / Interview
Specific skills in Microsoft office suite of programmes (word/excel/outlook/explorer/chrome).	D	Application / Interview
Geographical knowledge of the Island	D	Interview

<b>Disposition</b>		
Organised and methodical with attention to detail.	E	Application / Interview
Flexible and adaptable to changing priorities, with effective time management skills	E	Application / Interview
Self-disciplined, committed, self-motivated, and able to use initiative	E	Application / Interview
Ability to work professionally and remain calm under pressure, such as when dealing with difficult customers.	E	Application / Interview
Good team player with the ability to complement the existing team and form good working relationships.	E	Application / Interview
Willingness to embrace and promote change	E	Application / Interview
<b>Circumstances/Interests</b>		
Isle of Man Worker	D	Application/Pre-employment checks