**Job description**

**Job title: Administrative Officer**

**Grade: 4**

**Post number:**

**Directorate: Assembly & Secretariat**

**Unit: Scrutiny & Investigation**

**Job purpose**

To provide high-quality administrative support for the work of the London Assembly’s Scrutiny team, and its senior managers.

**Principal accountabilities**

1. To provide administrative support for the London Assembly’s Scrutiny team, including by operating and maintain administrative systems and procedures, including:

* Undertaking business support responsibilities such as raising purchase orders and processing invoices.
* Handling incoming and outgoing post, documents, minutes and committee reports.
* Establishing and maintaining spreadsheets.
* Organising systems to support the team’s work (eg team meetings, desk allocations)
* Responding to straightforward correspondence.

1. To provide diary management and administrative support for the Assistant Director for Scrutiny and Investigation.
2. To utilise resources allocated to the job in accordance with the Authority’s policies and Code of Ethics and Standards.
3. To realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities and the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and project teams.

**Key contacts:** Senior managers in the Directorate; Scrutiny team members

**Accountable to:** Assistant Director, Scrutiny and Investigation

**Accountable for:** Resources allocated to the job

**Person specification**

**Technical requirements/experience/qualifications**

1. Evidence of ability to implement and manage complex administrative systems.

2. Knowledge and understanding of the use and application of ICT.

3. Experience of working in an Executive Assistant/Team Assistant role.

4. Experience of working successfully in a fast-paced environment with good attention to detail.

**Behavioural competencies**

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 1 indicators of effective performance

* Plans and prioritises own workload to meet agreed deadlines
* Advises colleagues or manager early of obstacles to work delivery
* Perseveres and follows work through to completion
* Checks for errors to ensure work is delivered to a high standard first time
* Effectively juggles priorities

**Communicating and Influencing**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 1 indicators of effective performance

* Represents self and team positively within the organisation
* Speaks and writes clearly and succinctly using appropriate language that is easy to understand
* Considers the target audience, adapting style and communication method accordingly
* Communicates persuasively and confidently
* Checks for understanding

**Responding to Pressure and Change**

… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 1 indicators of effective performance

* Stays calm in pressurised and demanding situations
* Responds flexibly to changing circumstances
* Recognises when unable to cope and asks others for help
* Demonstrates openness to changing work priorities and deadlines
* Maintains personal well-being and achieves a balance between work and home life

**Organisational Awareness**

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 1 indicators of effective performance

* Understands the structure and statutory responsibilities of the GLA
* Understands how own role and work contributes to team and organisational objectives
* Understands the role of the GLA, the Mayor and the Assembly in relation to Londoners
* Is sensitive to the culture and political context of the GLA and uses it to work effectively
* Treats GLA information as sensitive and confidential

#### Political Restriction

#### This job is ‘politically restricted’ under the Local Government and Housing Act 1989

**Working Pattern**

N/A

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.