

**GIBRALTAR SPORTS AND LEISURE AUTHORITY****Job Description**

**JOB TITLE:** Administration and Secretarial Assistant – Grade 9

**RESPONSIBLE TO:** Deputy Chief Executive Officer/ Admin & Resources Manager  
Through the Asst Admin Manager

**CONDITIONED TO:** 37 Hour Week

**SUMMARY**

Compiles data and types information in addition to such other additional duties or work as the Authority may from time to time direct him to undertake.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:-

1. General secretarial duties including typing, audio typing, word processing and other IT based tasks ie data bases, spreadsheets, powerpoint presentations etc, as directed.
2. Assist with general administration tasks such as filing, photocopying, scanning etc, as directed.
3. To deal with enquiries, requests, complaints and either take immediate action or report to the relevant officer.
4. Generally to provide secretarial services to the CEO, and as necessary to the other Authority officers.
5. To comply with all relevant Health and Safety Regulations.
6. Generally to ensure the provision of an efficient service to the users and in this connection to undertake any other duties appropriate to the grade, in accordance with the contract of employment, and as directed by the CEO or his representative.
7. Registry functions including the creation of new files from clear instructions, maintaining and updating indexes, opening , sorting and acknowledging post, associating incoming post with other related papers where a reference or heading is given.
8. Filing of papers with a given file reference or clear heading.

9. Obtaining papers from a defined source i.e. given a file reference or heading.
10. Locating files and recording the movement of files together with the operation of a bring forward system.
11. Correspondence involving the completion of stock letter and forms where the information to be added is clearly defined. Simple drafting i.e. replies, confirmations etc.
12. Maintaining stocks of stationery and office requisites including establishing needs, completion of order forms and subsequent distribution.
13. Amending standing instructions, manuals and directories for one or more employees.
14. The circulation or distribution of documents, papers, journals, periodicals etc from a list provided.
15. Basic arithmetical calculations and checks. Other calculations such as percentages, ratios, square roots if detailed guidance is available.
16. Checking information, electronically produced or otherwise for completeness and accuracy. Checking of typing and proofreading of straightforward work either alone or with another officer.
17. The preparation, involving the transfer of detail from one or more sources, of documents including computer input forms, records and statistics, giros and simple exercises in coding.
18. Taking incoming telephone calls, answering simple enquiries and passing others to appropriate persons as well as recording and delivering messages. The operation of small desk-top telephone switchboards.
19. The operation of office machines, including amongst other tasks the operation of all keyboards where data is being recorded/retrieved/processed on any medium, other than the production of bulk text which is more appropriate to grades in the Secretarial Category. The operation of equipment to transmit information on magnetic tape or other medium to remote installations, the operation of VDU and other terminals as required to the performance of the task.
20. The operation of keyboards where the data being keyed is numerical, alpha or alpha-numeric is being recorded on any medium.
21. The operation in support of console operators of all computer peripheral equipment including the loading of tape decks or disc transports, setting up printers, adjusting print quality, operating all output paper handling equipment.

22. Controlling and recording work submitted to operations staff for processing, preparing the movement of all jobs including programme testing and ad hoc work. Preparing and assembling parameter cards by terminal or otherwise against comprehensive instructions.
23. Compiles data and types information.
24. Reads computer files or gathers records such as purchase orders and other documentation to compile needed data.
25. Enters information into computer and computes amounts due using calculator.
26. Types information with the necessary details using typewriter or computer.
27. Types all forms of documentation, memoranda and post transactions to accounting records such as worksheets, ledger or computer files.
28. To receive and relay verbal reports, requisitions, telephone and telefax messages including complaints from the general public.
29. To keep a log and record all contacts made with the general public and other public and private entities.
30. Such other duties as may be assigned from time to time.

### **REQUIREMENTS**

- a) May be required to work evenings, weekends and public holidays.
- b) Three GCSE's (or GCE 'O' Level) passes at A, B or C grade, or CSE grade 1, two of which must be in English Language and Mathematics or an equivalent or higher qualification. Knowledge of written and spoken Spanish desirable. Good communication skills essential.
- c) Relevant qualifications/experience in typing and IT based work an advantage. Ongoing training will be provided and must be satisfactorily completed.
- d) Interest and knowledge of sports desirable. Ongoing training will be available to enhance this, as required.

**PERSON SPECIFICATION  
ADMINISTRATION AND SECRETARIAL ASSISTANT**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Experience</b>	Dealing with the public and customer care.	
<b>Qualifications</b>	Three GCSE's (or GCE 'O' Level) passes at A, B or C grade, or CSE grade 1, two of which must be in English Language and Mathematics or an equivalent or higher qualification.	
<b>Knowledge</b>	A very good command of the English language.	Knowledge of written and spoken Spanish desirable.
<b>Key Skills and Behaviours</b>	<p>Ability to work effectively under pressure and meet set deadlines.</p> <p>Have good communication skills, both verbal and written.</p> <p>Good customer service skills.</p> <p>Ability to plan and organise work on own initiative, and as part of a team, sometimes without close direction or control from senior management.</p> <p>Have a proactive approach to work.</p> <p>Ability to make sound decisions/have sound judgement and follow clearly defined work procedures.</p> <p>Willingness to take on responsibility and be discreet when dealing with confidential information.</p>	
<b>Other requirements</b>	To undertake the above and any other duty commensurate with the post which may reasonably be required by the Chief Executive Officer.	A valid Class 'A' and 'B' Driving Licence.

