

<b>Post title</b>	<b>Transactions Administrator</b>
<b>Division / Section</b>	<b>Customer – Transactions</b>
<b>Department</b>	<b>Resources Directorate</b>
<b>Responsible To</b>	<b>Transactions Team Manager or Transactions Team Leader</b>
<b>Number of post holders</b>	<b>153 FTE</b>
<b>Acting up/ Secondment</b>	<b>No</b>

### **Purpose of Job**

To provide a high quality and consistent administration of transactional services dealing with a range transactions across one or more service areas.

The post holder will ensure contact is dealt with effectively and efficiently whilst delivering high levels of customer satisfaction.

### **MAJOR TASKS/JOB ACTIVITIES**

Provide a reliable customer focused service through a variety of formats including; telephone, face to face, email, and online.

Process a range of transactions using the appropriate systems and processes ensuring that activities are completed to a high standard, within agreed timescales and in line with Council Policy.

Ensure that appropriate check and/or validation activities are completed in line with agreed processes and procedures.

Work proactively to facilitate customer access to the full range of transactions services.

Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.

Direct and assist customers requiring specialist advice and provide information in response to transactional services.

Use appropriate systems to process; applications, assessments, payments and transactions service request.

Deliver a range of clerical and administrative support to meet transactions services deliverables.

Where appropriate liaise with the Team Leader or the Senior Transactions Officer to deal with significant issues or complaints.

Work with the Transactions Team Managers, Transactions Team Leaders, Senior Transactions Officers, Transactions Officers and other Transactions Administrators to support new initiatives and the strategic

direction of the Council and ensuring that that all customer contact services are planned in a consistent manner in accordance with the Council's strategic objectives.

### **Supervision and Management of People (Numbers and type of staff)**

The Transactions Administrator will have no direct line management responsibility.

### **Creativity and Innovation**

Under the direction of the Transactions Team Manager, Transactions Team Leader and other senior staff, the post will support the delivery of the Council's transactions services.

The post will require creativity in solving a range of transactions services problems and issues.

### **Contacts and Relationships**

The Transactions Administrator will be expected to liaise regularly and have ongoing contact with members of the public dealing with their various Council transactions.

The post will be required to develop an understanding of the services being delivered and supported by transactions services.

The post will have a range of contacts, both internal and external, reflecting the varied nature and diversity of Council services and will resolve a range of issues with the support of Transactions Officers and other Transactions Administrators.

The post will represent the Council to a range of external stakeholders, and should present a positive impression of the Council.

### **Decisions (Discretion)**

The post will make a range of decisions relating to the provision of transactions services.

The post will report to the Transactions Team Manager or Team Leader on issues relating to service provision, and will be provided with additional support from Senior Transactions Officers and Transactions Officers.

The post will ensure relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately.

### **Decisions (Consequences)**

The post will ensure; all relevant details are accurately collated and recorded, locate information required, and provide clear and comprehensive service which meets the needs of customers.

The post ensures that work is kept up to date and work is prioritised in relation to transactions services requirements.

## **Resources**

The post will have shared responsibility for input into a number of the Council's systems and data.

The post ensures that all data, records, and systems are kept up to date, ensuring that all relevant details are accurately collated and recorded.

## **Environment – Work Demands**

The post will work under direction but may have some autonomy to allocate their own time to resolve problems, queries and interruptions.

## **Environment – Physical**

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

## **Environment – Working conditions**

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Very occasionally the role will require some off-site activity and face conditions outwith office based activities, however these will be within acceptable limits and risk assessed in the terms of health and safety

## **Environment – Work Context**

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

The post may have to communicate unwelcome information or deal with angry with angry or distraught customers.

## **Knowledge and Skills**

The post will require knowledge and skills in a range of transactions services tasks.

A broad knowledge of relevant computer systems and an understanding of administrative procedures.

Experience of working in a transactions focused, team-based environment with a demonstrated ability to meet targets is essential.

## **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. The post is therefore required to carry out duties in a

safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. The post is required to advise his/her line manager if he/she become aware of any unsafe practice or condition or if they have any other safety concerns and should comply with accident and near-miss reporting procedures.

If the post supervise, manage or lead other staff, they are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. The post will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. The post will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns they identify or that are brought to their attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

### **Organisation Structure**

*(see attached structure).*