

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>5BF</b>	<b>Role Title</b>	<b>Team Administrator</b>
<b>Grade</b>	PS5	<b>Reports to (role title)</b>	<b>Team Manager / Business Support Officer / Business Support Coordinator</b>
		<b>Directorate</b>	<b>Children, Families, Learning and Communities</b>
<b>JE Band</b>	161-191	<b>Division</b>	<b>Children, Families, &amp; Learning</b>
		<b>Team</b>	
		<b>Date Role Profile was created</b>	<b>Jan 19</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>The Team Administrator (TA) undertakes a variety of administrative tasks essential to the smooth running of the Children's Service teams.</p> <p>Works collaboratively with team members to provide a high quality and efficient support to the Service's overall aim to improve outcomes for children.</p> <p>Perform general office duties with a priority being given to ensure all telephone calls are answered within the agreed timescale.</p> <p>Play a key role in the provision of a high quality and responsive administrative service to social care teams.</p> <p>Aim to continuously apply improvements to increase customer satisfaction and work collaboratively to maintain a consistency of approach across the administration service.</p> <p>Undertake confidential note taking of statutory and formal meetings.</p>
<b>Work Context</b>	<p>The Council's Children's Service provides a range of highly specialist services to children and young people who are vulnerable and to support children and young people to reach their potential.</p> <p>Services are delivered directly to children and their families within extensive statutory frameworks.</p> <p>Much of the work requires close working with stakeholders (such as parents/carers, schools, health services, police, voluntary organisations).</p> <p>All business support workers will be a member of the wider business support community and be expected to develop and grow business support networks.</p>
<b>Line management responsibility</b> if applicable	N/a
<b>Budget responsibility</b> if applicable	N/a
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Ensure information and records are processed and stored to agreed procedures.</li> <li>• Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports.</li> <li>• Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.</li> </ul> <p>Customer Service &amp; Support</p> <ul style="list-style-type: none"> <li>• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity.</li> <li>• Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation.</li> <li>• Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Follow established ordering procedures to ensure adequate resources are available to meet work requirements.</li> </ul>

	<p>Work with others</p> <ul style="list-style-type: none"> <li>• Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Familiar with one or more of the specific processes used in business, financial or HR administration.</li> <li>• Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures.</li> <li>• Competent in a range of IT tools.</li> <li>• Ability to work with others to provide excellent customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with staff and customers.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities.</li> <li>• Experience of working in a busy office environment.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• Ability to provide excellent customer service and be prepared to go the extra mile in meeting people's needs.</li> <li>• Ability to positively manage challenging telephone conversations.</li> <li>• Understand the need for confidentiality.</li> <li>• Demonstrate willingness to undertake continuous professional development.</li> <li>• Ability to use feedback to develop and reflect and learn from own behaviour, identifying impact of actions on others.</li> <li>• DBS check will be required</li> <li>• Some physical effort may be required.</li> <li>• Prepared to be located in non-office environments e.g. Children's Homes.</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>

<p><b>Reference Number</b></p>	<p>BM-2019-197</p>
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