

Role Profile

Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Senior Team Administrator
Grade	PS6	Reports to (role title)	Business Support Manager / Senior Team Leader / Team Leader / Coordinator
		Directorate	Children, Families & Lifelong Learning
JE Band	192-227	Division	Commissioning
		Team	Business Support Service
		Date Role Profile created	Jan 19. Last reviewed Oct 22

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.

Role Purpose including key outputs	<p>The Senior Team Administrator 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 administration service to support the Service's overall aim to improve outcomes for children.</p> <p>Perform more complex administrative 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 support to Children's Service teams with oversight of workflow management.</p> <p>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>
Work Context	<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. 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>
Line management responsibility	N/a
Budget responsibility	Petty cash up to £4k

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical purposes and run and present standard reports. • Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Customer Service & Support</p> <ul style="list-style-type: none"> • 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. • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/ external meetings and activities to support a high standard of office organisation. • Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues. • Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires. <p>People Management</p> <ul style="list-style-type: none"> • Guide junior staff in duties to facilitate their development and ensure routines observed. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & 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>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline. • Familiar with one or more of the specific processes used in the relevant discipline. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good administrative /organisational and analytical skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining business processes and systems. • Ability to guide and support less experienced or more junior colleagues (for some roles).

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Ability to provide excellent customer service and be prepared to go the extra mile in meeting people's needs • Ability to positively manage challenging telephone conversations • Understand the need for confidentiality • Note taking experience • Demonstrate willingness to undertake continuous professional development. • Ability to use feedback to develop and reflect and learn from own behaviour, identifying impact of actions on others • DBS check will be required • Some physical effort may be required • Prepared to be located in non-office environments e.g. Children's Homes
<p>Role Summary</p>	<p>Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. 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 the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others 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.</p>
<p>Reference Number</p>	<p>BM-2019-345</p>