

Role Profile

Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Workforce Administrator
Grade	PS6	Reports to (role title)	Workforce Team Lead
		Directorate	Children, Families and Lifelong Learning
JE Band	192-227	Division	Quality Practice, Relationships & Support
		Team	CFLl Workforce Team
		Date Role Profile was created	03.01.2020

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.

Role Purpose including key outputs	The Workforce Administrator undertakes a variety of administrative tasks essential to the smooth running of Recruitment and Workforce planning within CFLl. The role holder will deliver high quality and efficient administration support, in the context of Recruitment and Workforce Planning to support the Service's overall aim to improve outcomes for children. The role works collaboratively with Service Managers, internal Recruitment, Data Operations, Finance and HR Services, as well as candidates and recruitment agencies. The role holder performs administrative duties such as the placement of advertisements on the applicant tracking system and the creation of locum orders on the interim staffing portal. In order to ensure appointments do not exceed staffing budgets, the Workforce Administrator maintains an overview of the Organisational Management Structure and make changes as directed by operational managers and finance colleagues, sense checking requests and ensuring that good governance of the staffing structure is adhered to. The role organises interviews, including the booking of resources and facilitating online assessments. Occasionally this will extend to meeting/greeting candidates where this is deemed to be required by Workforce Team management. The role holder will assist with pre-employment checks by meeting candidates for eligibility documentation and completing DBS checks. Once candidates have been through pre-employment, the Workforce Administrator will ensure all new starters have required equipment and IT access rights so that new starters have a seamless entry into the workplace. The role holder will continuously apply improvements to increase customer satisfaction and work collaboratively to maintain a consistency of approach across the administration service.
Work Context	The Council's Children, Families and Lifelong Learning 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. 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). All business support workers will be a member of the wider business support community and be expected to develop and grow business support networks.
Line management responsibility if applicable	N/a
Budget responsibility if applicable	N/a

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • 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. Customer Service & Support • 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. Planning & Organising • 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. Finance/Resource Management • Follow established ordering procedures to ensure adequate resources are available. Work with others • 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. People Management • Guide junior staff in duties to facilitate their development and ensure routines observed. Duties for all 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• 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).
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Ability to provide excellent customer service and be prepared to go the extra mile in meeting people's needs • Ability to proactively manage a workload of conflicting tasks • Willingness and ability to travel around the county to meet the recruitment demands of CFLL Teams • Understand the need for confidentiality • 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 • Basic DBS check will be required

Role Summary	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.
Reference Number	BM-2020-067