Role Profile

Part A - Grade & Structure Information

Job Family Code	**7BF**	**Role Title**	**Management Coordinator**
Grade	PS7	**Reports to (role title)**	**Business Support Manager**
		Directorate	**Children, Families, Learning & Communities**
JE Band	228-268	**Division**	**Commissioning**
		Team	
		Date Role Profile was created	**Jan 19**

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	The Management Coordinator provides secretarial and personal assistant support to the Directors / Assistant Directors and the Children, Families and Learning Leadership Team; and ensures the provision of effective and efficient business support functions for and within the Team. Develop effective working relationships internally with Members and Officers and externally with Surrey Members of Parliament, Districts and Boroughs and other public, private, voluntary and independent agencies and representative organisations with the Assistant Director and Leadership Team. Ensure that all areas of administrative support are adequately resourced and meet the needs of the team at all times.
Work Context	The Council's Children's Services provide a range of highly specialist services to children and young people who are vulnerable and 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). The work of the directorate has a significant impact on Services and the Council's performance rating and significant scope to impact on both the internal and external reputation of the Service and the Council as a whole. All business support workers will be a member of the wider business support community and be expected to develop and grow business support networks. These roles are based at County Hall as a centralised team supporting the needs of the directorate.
Line management responsibility if applicable	May be required to manage a small team of people
Budget responsibility if applicable	No
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. 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. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Planning & Organising • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Maintain financial, and/or stock records, and review data to contribute to resource planning.

	Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. 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	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level 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 and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Experience as a PA or secretary at a senior level within a large and complex organisation. • Note taking experience - notes taken directly onto laptop. • Experience or understanding of working with confidential information and the requirement to maintain confidentiality in line with statutory and service requirements. • Good understanding and knowledge of best practice secretarial and business support processes. • Ability to manage, plan and facilitate the work of others. • Personal confidence to handle difficult situations with sensitivity, diplomacy, tact and discretion • Ability to plan and prioritise work for self and others in order to achieve targets and deadlines. • Ability to work effectively under pressure without supervision • DBS check will be required
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services.