

JOB DESCRIPTION

|  |  |
| --- | --- |
| **Post Title:** Business Support Administrator | |
| **Department:** Corporate Core | **Post No:** |
| **Division/Section:** People and Inclusion | **Post Grade:** 5 |
| **Location:** Agile worker (where agreed) | **Post Hours:** 37 |
| **Special Conditions of Service:**  The nature of the post will require the post holder to work flexibly dependent on the needs of the job. | |
| **Purpose and Objectives of Post:**  To provide effective business support by working as part of a team and to contribute to excellent service delivery. | |
| **Accountable to:** Business Support Team Leader | |
| **Immediately Responsible to:** Business Support Team Leader | |
| **Immediately Responsible for:** None | |
| **Relationships: (Internal and External)**  **Internal** - Executive Team, Strategic Leadership Group, Senior Managers, Elected Members, Employees, Trade Unions  **External** - Members of the public, Greater Manchester Combined Authority, Partners, other organisations, Head Teachers, Parents, Carers, Service Users, School Staff | |
| **Control of Resources:**  Personal computers and associated equipment Computer packages  Stationery and computer consumables Office machinery | |

**Duties/Responsibilities:**

1. To monitor all service generic email inboxes and distribute/allocate/process requests accordingly.
2. Maintain operational and administrative filing systems.
3. To organise, update and maintain all appropriate databases containing records and reports.
4. To act as first point of contact, providing good customer care via telephone for members of the public, professionals and staff from other agencies.
5. To process incoming mail and distribute/file/reply as necessary. To process outgoing post as required.
6. Update and extract information from management information systems accurately and competently as required including the retrieval and collation of reports to agreed procedure.
7. Provide full administrative support to staff in the organisation of the service and its day to day running.
8. Complete all documentation and correspondence accurately and to a high standard in line with procedures and within agreed timescales.
9. Creating and formatting documents, presentations, spreadsheets.
10. Maintain operational and administrative filing systems.
11. Compile and maintain mailing lists for distribution.
12. Order and maintain a stock of stationery supplies for departments, using a prescribed list of stationery.
13. Use initiative and established procedures to resolve queries at the first point of contact or escalate where appropriate withing agreed timescales and procedure.
14. To attend meetings, take informal actions, distribute actions/papers.
15. Work collaboratively with colleagues and stakeholders to enhance the role of business and executive support throughout the council, being flexible and able to work across all departments, providing cover in the absence of other team members.
16. Transcribe audio typing, where there could be multiple voices.
17. Check availability of attendees for meetings and book meeting rooms as necessary.
18. Make business travel and accommodation arrangements, as instructed and in line with council guidelines.
19. Provide support to corporate priorities and initiatives as required, including elections and inspections.

|  |  |  |
| --- | --- | --- |
| 1. To undertake suggested redactions and co-ordinating/gathering information in relation to Freedom of Information requests, Subject Access Requests and Environmental Information Regulations requests, complaints and enquiries. 2. Order goods and services, raise invoices as directed, using the Council's Financial Management Information System, and other associated activities. 3. Report faults on equipment, furnishings, and fittings to the relevant person. 4. Undertake general administrative tasks.    * As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding, and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.    * Bury Council is committed to equality, diversity, and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.    * The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.    * As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.    * Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service). | | |
| **Job Description prepared by:** | **Sign:** | **Date:** |
| **Agreed correct by Postholder:** | **Sign:** | **Date:** |
| **Agreed correct by Supervisor /Manager:** | **Sign:** | **Date:** |



**DEPARTMENT FOR CORPORATE CORE SERVICES BUSINESS SUPPORT ADMINISTRATOR**

|  |  |  |
| --- | --- | --- |
| **SHORT LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Sufficient literacy and numeracy to undertake the tasks and duties of the role | X |  |
| NVQ 2 in Business Administration or able to demonstrate equivalent experience | X |  |
| Experience of using computer packages for word- processing, spreadsheets, databases and researching information. | X |  |
| Ability to complete tasks to deadlines, re-prioritising own work if necessary | X |  |
| Experience of using the internet and sending/receiving e- mails | X |  |
| Experience of following financial procedures | X |  |
| Experience of completing tasks to deadlines, re-prioritising own work if necessary | X |  |
| Experience of team-working to work effectively with others and meet deadlines and goals | X |  |
| Customer service skills to deliver polite, courteous and efficient service to colleagues, partners and service users | X |  |
| Produce work to required standards with little close supervision | X |  |
| Experience of undertaking a range of administration/ clerical tasks. | X |  |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

|  |  |
| --- | --- |
| **ASSESSMENT METHOD** | **CRITERIA** |
| **Assessment/Test** | Organisational skills to work under pressure to complete tasks to potentially conflicting deadlines, without direct line management, re- prioritising own work as appropriate. |
| **Assessment/Test** | Problem solving skills to interpret information/situations to solve straightforward problems, where decisions have to be made without reference to a Line Manager. |
| **Assessment/Test** | Experience of following instructions, procedures and policies |

