

Job Profile

Administrator (CtW)

Grade: 4

Date created: March 2025

About the Job

This is one of a number of posts that will work flexibly as a team across the Connect to Work programme, under the direct supervision of the Administration Team Leader and direction of the Delivery Manager to support the Employment and Skills Hub in the effective delivery of the Connect to Work programme. The role will include the triage of potential participants to confirm their eligibility and suitability for the programme as well as general administrative tasks.

This is what we need you to do...

- To assist the Employment and Skills Hub in providing an effective and efficient administrative support function triage and quality assurance support.
- To complete initial triage with potential participants and allocating to Employment Specialists
- To input data as required into GCC and DWP systems.
- To provide general and complete administrative support including dealing with telephone enquiries, diary management, taking meeting notes, reception and other such duties as required.
- Ensure that any necessary administrative processes that support the service area's activities are carried out effectively in order to help meet objectives.
- Assist in reviewing workflow and processes in order to simplify tasks and seek improvements.
- Produce a range of documents including letters, reports and other documents as requested using a range of IT and Microsoft packages e.g. Word, Excel etc.
- To administer financial records in order to meet ESFA and other audit requirements (invoices petty cash, etc.
- To facilitate meetings, seminars and workshops. Including booking rooms / venues, sending invites, preparing agendas and support for meetings (minute taking) as required.
- Creation and maintenance of filing and recording systems, including statistics and monitoring as appropriate.
- To provide administrative support (including Reception cover) across the service to better meet business needs.
- Answer routine enquiries from service users, internal and external customers, and ensure that enquiries are responded to professionally and relayed accurately and timely.
- Assist with the response to all customer enquiries and requests for data in accordance with corporate standards and agreed guidelines.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- General administrative experience.
- Experience of working in a team.
- Customer focused.
- Experience of handling personal and sensitive data in accordance with the guidelines of GDPR.
- Proven experience of inputting and interpreting data.

Knowledge, Skills and Understanding

- Skilled in MS Office Packages, e.g. Word, Excel, and PowerPoint.
- High level general ICT skills including use of Internet, MI and web-based technology.
- Excellent telephone skills and telephone manner.
- Good written and verbal communication skills including report writing, using effective language to convey convincing ideas and arguments and the ability to simplify technical and complex information.

Behavioural attributes

- Aligns with Gloucestershire Employee Values and behaviours which are available on our [website](#)
- Our values are Accountability, Integrity, Empowerment, Respect and Excellence
- Strong customer focus
- Commitment to the delivery of high-quality services and continuous business improvement
- Solutions focussed approach
- Self-generated motivation and initiative
- Ability to work under pressure and to deadlines
- Good verbal and written communication skills and the ability to work within a multi-disciplinary team

Education & Qualifications

Essential:

- GCSE's in English & Mathematics at grades A – C or the equivalent to demonstrate literacy/numeracy required for the post.

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