

Job Profile

Administration Supervisor

Grade: 6

Date created: 20/12/21

About the Job (please refer to the completed example and guidance notes for further information)

- To lead and manage a team to deliver a comprehensive administration and business support function to the Service Area and Directorate, ensuring that appropriate administrative and clerical standards and procedures are implemented and maintained
- To assist in the allocation of administrative resources to meet the business needs of the service area, supporting the political process and associated meetings and communications through effective partnership working
- To ensure that there is effective, efficient, and consistent administration and support standards across the service area, providing support and advice to managers as appropriate
- To build relationships across administrative teams within the organisation
- To assist in the realisation of business efficiencies and financial savings through the effective use of ICT systems within the service area or through other innovative ways of working
- To carry out projects as required

This is what we need you to do...

- The overall management of the administrative support team ensuring that individuals have clear work programmes and objectives that are reviewed regularly
- Developing the skills of the administrative support team and reviewing performance in conjunction with the service area and service area
- Development and maintenance of office systems to ensure the effective and smooth running of the office and to take personal responsibility for the maintaining and seeking opportunities for improving standards
- To ensure compliance with corporate administrative and financial standards
- To undertake a range of complex business or administrative tasks as required and to improve the effectiveness of the service area
- Ensuring structure charts, services profiles, briefing sheets and web pages are in place and up to date
- Ensure the delivery of a high-quality service to customers
- To provide support with financial matters, including support for budget monitoring, provision of financial information and other procurement requirements
- Prioritising issues and ensuring that urgent or significant matters are dealt with as appropriate

Special Conditions

- Assist in the implementation of the organisation's equal opportunities objectives with particular reference to any targets / positive actions set out in the [Fairness & Diversity Strategy]
- To adhere to all organisation Health and Safety policies and procedures and other policies and procedures applicable to employees

Principal Contacts

- Leadership Team
- Directors, Senior Managers, Service Users and members of the public
- Internal and External customers / organisations

- Undertaking information gathering and coordination as required
- Taking forward actions to ensure completion of projects
- Coordinating and enabling the service area to fulfil its corporate obligations e.g., Plans, performance reporting etc
- Ensuring administration of meetings and ensuring actions are followed
- Drafting and presenting management reports and communications
- Developing effective working practices, standards and systems for the service area and ensuring they are implemented consistently and effectively
- Managing, coordinating and developing staff in the team, including participation in recruitment and training as required as well as ensuring that new starters / leavers have been processed
- Ensuring the quality of information / data produced and managed by the team meets corporate standards and is fit for purpose
- To undertake such other duties related to the work of the organisation as may be assigned that are consistent with the nature of the job and its level of responsibility

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 organisation reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

Behavioural attributes

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| <ul style="list-style-type: none">• Significant experience of managing administrative functions and budgets• Experience of line management, delegation, supervision and performance assessment• Managing work independently• Experience of administration and office systems• Customer focussed business planning and delivery• Ability to support the improvement of business processes• Experience of working in a busy office environment• Experience of undertaking complex administrative tasks, progress chasing and working to tight deadlines• Project management | <ul style="list-style-type: none">• Strong customer focus with a commitment to ensuring the provision of high-quality services, both internally and externally• Able to use initiative and be proactive• Ability to respond quickly to changing priorities and manage own workload as well as workload of others• Results orientated with a proven track record of success• Excellent interpersonal skills and ability to work as part of a team and sets high standards by example• Positive attitude to problem solving and innovation and flexible and adaptable approach to challenges• Excellent organisational skills with ability to respond to tight deadlines and handle priorities• Positive and open working style |
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Knowledge, Skills and Understanding

Attention to detail

- Skilled in Microsoft Office Packages, e.g. Word, Excel, and PowerPoint
- Strong sense of objectivity and diplomacy

- Excellent communication skills, both written and verbal at all levels
- Effective time management
- Negotiating and influencing skills

Education & Qualifications Essential

- Diploma or NVQ 3 in Business Administration or appropriate equivalent qualification / experience
- Educated to GCSE level in Mathematics and English to Grade C or above

There are also a number of generic requirements that are applicable to all employees within the organisation. There can be found at the following link: [Careers at Gloucestershire County Council | Careers hub](#)