Job Profile

Job Title Business Service Centre Administrator

Generic Administrator Grade 5

Date created: April 2024

About the BSC

"The BSC is here to deliver a wide range of cost effective, timely services that meet the needs of our internal and external customers. We do transactional administration in all sorts of shapes and sizes and because we do lots we're good at what we do. We use technology to speed up and automate routine tasks to make things easier for our customers. We want to make things easier for our customers so they can focus on what they do best – whether that's providing help and support to children and adults at risk, running a school or keeping Gloucestershire streets clean and free of crime." **Alex Robinson, Head of BSC**

About the Job

To provide and ensure an effective, efficient and consistent administrative support to internal and external customers to enable them to meet their own business needs

To assist, where appropriate, in the realisation of business efficiencies and financial savings via the effective use of systems within the Business Service Centre.

This is what we need you to do...

- To ensure that any necessary clerical and administrative processes, which support the team activities, are carried out effectively in order to help the team meet its objectives
- 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
- To support the culture of developing, coordinating, formalising and standardising administration processes within the Service Area
- To respond to and deal with queries via telephone, email and in person providing a high standard of customer care

Principal Contacts

- Directors, senior managers and elected members
- Other Internal and External customers / organisations

Special Conditions

- To work as member of ContactUs in the customer team on a rota basis
- 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 carry out work on specific projects as required
- Developing and maintaining filing and recording systems, including statistics and monitoring as appropriate. To ensure a systematic approach to the archiving and appropriate disposal of obsolete information in line with corporate policy
- To ensure that all enquiries are acknowledged and responded to in a consistent and timely manner, in line with relevant procedures
- To ensure compliance with corporate administrative and financial standards
- Ensure the delivery of a high quality service to internal and external customers
- Prioritising issues and ensuring that urgent or significant matters are dealt with as appropriate
- Ensuring the quality of information / data produced and managed by the team meets corporate standards and is fit for purpose
- To adhere to all appropriate Health and Safety policies and procedures and other policies and procedures applicable to employees

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.

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The ideal candidate will have...

Experience

- Relevant administrative experience for the role, including using appropriate systems
- Experience of working as part of a team
- Experience of dealing with internal and external customers
- Working knowledge of relevant legislation and policy context appropriate to this post
- Experience of working within a complex statutory organisation
- Experience of improving business processes and office systems
- Experience of undertaking complex administrative tasks, progress chasing and working to tight deadlines

Knowledge, Skills and Understanding

Behavioural attributes

- Professional manner
- Good communication skills both oral and written
- Ability to manage own workload and work on own initiative, dealing with conflicting priorities and able to meet demands of working in a busy office environment through commitment to working to deadlines
- Flexible and adaptable
- Strong customer focus with a commitment to ensuring the provision of high quality services, both internally and externally
- Attention to detail working towards minimising errors
- Good interpersonal skills and ability to work as part of your own and the wider team
- Good organisational skills and ability to manage priorities
- Ensuring high standards of confidentiality are maintained

- Excellent communication skills, both written and verbal at all levels
- Effective time management
- Good skills in producing outputs including formatting, layout and style
- Good level of IT skills, with experience of using all Microsoft packages, e.g. Word, Excel, Outlook etc and packages relating to business area

Education & Qualifications

Essential

- Educated to GCSE level in Mathematics and English to Grade C or above or equivalent
- NVQ 2 in Business Administration or an appropriate equivalent qualification
- Diploma or NVQ 3 in Business Administration or appropriate equivalent qualification / experience

Desirable

- Active continuing professional development (CPD) in a relevant area of work
- NVQ 3 Business Administration or appropriate equivalent qualification

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link: http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579

This is what we need you to do...

Shopping and Sourcing Administrator

- Using SAP raise Shopping Carts on behalf of managers
- Check and challenge that all the required information to procure goods and services for the council – description, price, vendor, product category, GL code etc. – is provided correctly before raising the cart.
- Understand the financial implications for the council of raising carts and goods receipting
- Ensure compliance with stated SAP shopping guidelines and standards i.e. use of vendor lists, catalogues, corporate contracts, requesting new vendors and processes for shopping outside these
- Challenge and validate transactions in shopping carts referred to the pools to ensure compliance with procedures and standards.
- Challenge and validate transactions in limit carts where applicable
- Carry out checks - as specified by Commercial Services - on new vendor requests against their product categories.
- Approve/remove shopper licences.
- Oversee and manage communication with the (reduced) shopper community in conjunction with Finance and Commercial Services.
- Train new shoppers and existing shoppers when necessary (e.g.

prescribed vendors.
- Deal with queries from vendors
- Monitor and record the receipt of goods and services i.e. checking that the correct products have been delivered properly before 'goods receipting'
- Participate in the wider shopper community so that they are up to date with training, guidance etc.
- Administer vendor lists against product categories to instructions from contract managers/Commercial Services.
- Provide guidance to shoppers about categories shopping procedures

new procedures).
- Manage and maintain "how-to" self-service information on Staffnet
- Communicate changes and best practice.
- Provide data/run reports as requested by Commercial Services, sourcing pools and budget holders.

Pay & Conditions Administrator (Schools; external customers; GCC & Pensioners)

- To have a knowledge and understanding of payroll procedures and regulations and to be able to apply that knowledge to day to day payroll production
- To ensure that all changes relating to employee's pay are actioned in line with payroll processing and statutory procedures
- To monitor progress against timetables to ensure that processing deadlines are met and to take remedial action as appropriate
- To complete payroll adjustments accurately and in line with the relevant procedures
- To undertake checking of payroll output to ensure the accuracy of pay data.
- To take actions in line with overpayments procedures
- Knowledge and understanding of application of terms and conditions of service for various staff groups in order to process changes to employee contracts and changes to pay.
- Dealing with staff over sensitive issues and breaking down information to give clear advice to staff and managers
- Using SAP, make payments in accordance with the terms and conditions which relate to the respective employee groups.
- To set up and operate deductions from employees pay in line with the appropriate procedures.
- To monitor progress against timetables to ensure that processing deadlines are met and to take remedial action as appropriate.
- To undertake checking of payroll output to ensure the accuracy of pay data.
- Completion of requests for information
- To be responsible for actioning HMRC and other relevant pay related procedures.
- To undertake calculations relating to changes in pay and taking appropriate actions on overpayments and adjustments.
- To monitor progress against timetables to ensure that processing deadlines are met and to take remedial action as appropriate.
- To complete payroll adjustments accurately and in line with the relevant procedures

Payroll & Pensions Processing Administrator

- To have a knowledge and understanding of payroll procedures and regulations and to be able to apply that knowledge to day to day payroll production
- To ensure that all changes relating to employee's pay are actioned in line with payroll processing and statutory procedures
- To undertake year end routines within the prescribed timescales including undertaking adjustments, the submission of returns to the HMRC, and the completion of P11d's for employees
- Completion of requests for information
- To undertake payroll financial transactions including BACS processing, payments to 3rd parties, and direct debit arrangements.
- To supervise a range of administrative duties in order to support the work of the BSC and its clients (duties to include despatch of payslips and inserts, post services, and data prep).
- To undertake a range of duties to support external clients including preparation of charge invoices, reconciliation of accounts, and provision of reports.

Pensions Administrator

- To undertake day to day pensions activities including:
    - Actioning scheme admission requests.
    - Actioning scheme-opts outs.
    - Responding to requests for pensions estimates.
    - Giving employees guidance on pensions administration issues.
    - Provision to scheme administrators of employee service information.
    - To be involved in the completion of monthly and annual pension returns.
    - To action other requests for changes to employees pension details such as setting up AVC's and strike action notification.
- To be involved in the implementation of changes to pension regulations
- Provide clients and employees with guidance on pensions administration issues

Appointments & People Sourcing Administrator (including TSS) and Senior Clearance Administrator

- Knowledge of recruitment and selection practice issues
- Advertising/shortlisting/setting up interviews/good practice recruitment and selection processes/and all arrangements surrounding job offers and appointments.
- Content and issue of job offer letters.
- Vetting – administer and provide advice on DBS/Immigration and any other references or clearances.

- Use e-recruitment systems to manage applications and communications with managers and applicants

Senior Payments Administrator and Income Administrators

- To ensure payments are made in accordance with the terms and conditions agreed by GCC.
- To maintain applicable systems data
- To monitor progress against timetables to ensure that processing deadlines are met and to take remedial action as appropriate.
- To provide expert advice and help to other system users, Vendors, Customers and the public.
- To resolve complex queries and reconciliations relating to payments or income issues.
- To be responsible for actioning HMRC statutory changes to CIS, VAT and other related procedures and provide expert advice.
- To provide expert advice to all GCC staff on payment procedures in line with GCC's Accounting Instructions.
- To administer Duplicate Payment software
- To administer PARIS Card payment system
- To ensure all cashier functions,and security of cash are performed to audit guidelines.
- To receipt all cash/cheques received, prepare banking and maintain petty cash accounts
- To accurately identify and allocate income received by GCC via 5 bank accounts
- To provide expert advice to all GCC staff on debt recovery activities and monitoring in line with GCC's Debt Policy.
- To maintain and ensure the availability of controlled income stationery
- To take actions in line with Debt Policy and write-off procedures to recover GCC Debt.

The above detail is indicative and not exhaustive in relation to any role