

Job Profile

Business Administration Lead (Children's)

Grade: 8

Date created: Oct 22

About the Job

To lead a team of administrators to support managers across the allocated service area in achieving the expected and desired outcomes in a given area through effective management and support to essential tasks and activities required by the service area. This post will work flexibly across the service area under the direction of a senior manager to provide the council with access to a source of effective administration resource that will change in line with business requirements.

This is what we need you to do...

- Work under the direction of line manager to support heads of service and managers to ensure administration services meet customer needs
- Support managers to ensure high quality administration is provided
- Provide advice, evidence and research which support process reengineering to ensure most efficient use of council resource
- Support the development of customer engagement processes to help inform and manage communications
- Undertake monitoring and tracking activities to ensure that administration performance continues to meet the business requirements
- Provide support for project activities which involve coordination and revisions to administrative processes
- Lead a team of administrators who will support the specific service area
- Keep up to date with relevant policy, best practice and legislative changes that may impact on the service areas administration requirements
- Draft, compile and deliver service specifications which are consistent with corporate guidance and legislation.
- Lead and undertake project work that supports the service area to evolve in line with business requirements
- Ensure effective communication with all staff team and service managers
- Provide succinct and relevant written and verbal updates including anticipated impact and risk assessments regarding administrative capacity
- Develop an understanding of the service needs in relation to service users and available data; being able to comment on the current position, upcoming activity and priority areas for focus.
- Offer challenge to current systems and processes in order to ensure quality and efficiency of administration provision

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.

The ideal candidate will have...

Experience

- Experience of working in a matrix management environment as a people manager
- Experience of leading or assisting with change projects
- Experience of working with stakeholders and service leads
- Proven experience of interpreting and presenting analysis and research
- Workforce planning and reporting
- Experience of involvement and support to a relevant service type, including sensitive areas
- Experience of performance management

Knowledge, Skills and Understanding

- Working within an environment of multiple stakeholders
- Proven management support skills and experience of working to tight, pressurised deadlines
- Experience of analysing and producing written and verbal summaries of available evidence
- Ability to communicate effectively with a wide range of people
- Understanding of how the public sector works
- Understanding of HR and finance processes
- Good written and verbal communication skills

Behavioural attributes

- Aligns with Gloucestershire Employee Values and behaviours which are available on our [website](#)
- Our values are Accountability, Integrity, Empowerment, Respect and Excellence
- Able to work effectively with people at all levels within, and external to, the council, and able to build effective relationships
- Committed to continuous process improvements
- Customer focussed and able to communicate appropriately with a wide range of stakeholders
- Emotionally resilient
- Flexible, creative and self motivated
- Organised and able to meet deadlines
- Politically aware
- Ability to work on own initiative
- Ability to work effectively as part of a team
- Flexible with a “can do” attitude to work

Education & Qualifications

Essential

- Good levels of literacy and numeracy evidenced by A level, NVQ Level 4 or equivalent experience – preferably in a relevant field of Children’s or Business Administration

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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