

Job Profile

Business Administration Support Officer

Grade: 4

Date created: May 2012

Date reviewed: October 2022

About the Job

- To support the delivery of a comprehensive administration and support function to the service area to meet the needs of internal and external customers
- To provide administrative assistance to the department to support the contribution in meeting the business needs of the service area.

This is what we need you to do...

- To undertake administrative duties to support the business needs of the Team and the wider service area using electronic systems to ensure that services are maintained effectively, flexibly and in a timely way so as to enable the service area and organisation to meet its objectives
- To provide support with financial matters including electronic procurement packages, monitoring income, arranging funding, petty cash and accurate recording of purchases, using Excel and SAP, for budget monitoring purposes
- To facilitate meetings, conferences, training and workshops. Including booking rooms / venues, managing delegates, marketing, minuting and forward planning as required.
- Diary management using Outlook and Teams
- To be responsible for the accurate input and monitoring of records and data onto relevant electronic systems

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.
- Some positions will be subject to an enhanced CRB disclosure

Principal Contacts

- Senior Managers, Professional Staff Office staff, service users, and members of the public
- Other departments and public bodies

- Creation and maintenance of electronic and paper filing and recording systems, including statistics and monitoring as appropriate
- To support a systematic approach to the storage, archiving and appropriate disposal of data in line with the General Data Protection Regulations and corporate policies.
- To respond and deal with queries via telephone, email and in person providing a high standard of customer care
- To undertake research as required
- To assist with the response to all customer enquiries and requests for data (Freedom of information and Subject Access Requests) in accordance with corporate standards and agreed policies
- To ensure confidentiality is maintained at all times within in your service area
- To assist with statutory procedures within relevant service area
- To provide administrative support across the admin team to better meet business needs, whilst giving opportunities to the post holder to broaden their skills and experience
- 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 postholder 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

- Experience of working in a team environment
- Experience of working in an office environment
- Customer focussed internally and externally

Knowledge, Skills and Understanding

- Experience of Office 365 including Teams, Outlook, Word, Excel and OneNote, bespoke databases, electronic postage systems, etc.
- Excellent telephone skills and manner
- Ability to use the internet in an efficient manner in finding information and undertaking research

Education & Qualifications

Essential

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

Behavioural attributes

- Good communication skills both written and verbal
- Good interpersonal skills
- 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
- Enthusiastic, self-motivated team worker
- Good organisational skills
- Commitment to collaborative working across the team
- Flexible approach to working and providing administrative support as required

Desirable

- Experience of working within a complex statutory organisation
- Experience of appropriate systems
- To have a positive attitude and a flexible and adaptable approach to challenges
- Committed to continued self-improvement and further development and a willingness to participate in training

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: <https://www.gloucestershire.gov.uk/recruitment/executive-recruitment/about-us/our-values/>