

Business Support Administrator

Grade 4

About the Service

The Corporate Operations Team is a central business support function which is aligned to meet the requirements of Staffordshire County Council and which fulfils the needs of the organisation as it evolves.

Business and Executive Support is a professional support function which:

- Ensures consistent high-level business support across the organisation.
- Flexible and able to meet fluctuations in demand within existing resources.
- Clearly defines the relationship between business support and the services, maximising the potential and skills of support staff.
- Supports Elected Members, the Chief Executive, Senior Leadership Team, Wider Leadership Team and the Operational Management Team in developing the Council's Priorities and Strategies.
- Facilitates effective member/officer working relationships, ensuring both Members and Senior Officers are fully briefed to allow informed decisions to be made and good governance followed.
- As a corporate function, ensure all governance processes and procedures are followed across the whole organisation and timescales met for the publication of information.

About the Role

To support the provision of a timely and high-quality Business Support service for Staffordshire County Council. The expectations are that the person in this role will undertake a variety of tasks from the range set out in this Job Description.

Reporting Relationships

Responsible to: Business Support Coordinator/Senior Business Support Officer/Team Leader

Responsible for: N/A

Key Accountabilities:

1. Maintain an awareness of legislation, guidance, policies, processes and best practice in order to ensure that the Service is continually improving.
2. Undertake a range of transactions on behalf of the service, through the County Council's Finance and Procurement System
3. Maintain financial records for the service.
4. Administer telephone enquiries, on behalf of the service, liaising with internal and external customers taking any appropriate action.
5. Administer correspondence, on behalf of the service, on a daily basis and take any appropriate action. Maintain appropriate pending, filing and information systems.
6. Maintaining records, both paper and electronic, and implementing related systems, including maintaining statistics, including computer-based information systems for input and retrieval of data. Use of office e-mails and intranet/internet facilities.
7. Ensure the appropriate retention schedules are adhered to and archiving accordingly.
8. The production of documents, including letters, reports and statistical tables and graphs using Office software, e.g. Word, and PowerPoint.
9. Operate the service systems, following agreed procedures.
10. Maintain diaries, Organise travel, accommodation, and events.

11. Convene and attend meetings, coordinating the circulation of agendas and relevant papers, taking appropriate notes, minutes, and actions.
12. Provide support for events and workshops, to include invitations, venue liaison, catering, equipment, and administration as required by the business
13. Monitor stocks, including publications, electronic or otherwise, relevant to the service area
14. Provide appropriate support when responding to any major incident (multi-agency & single agency); supported by the Lead Officer and Staffordshire's Civil Contingencies Unit.
15. Such other duties as may arise in connection with the activities mentioned above.

Person Specification

Qualifications/Professional membership

- Possess a Business Administration qualification, NVQ Level 2/3 or equivalent experience.
- ICT qualification equivalent to the competency level of ECDL.
- GCSE Grade C or above in English & Math subjects or equivalent qualifications.

Knowledge and Experience

- Experience of working in an office environment.
- Experience of financial systems and processes.
- Communication and interpersonal skills with an ability to build and maintain positive links with colleagues.
- Ability to collate and interpret information from a range of sources and assimilate data into accurate reports.
- Ability to achieve targets and respond flexibly to changing circumstances.
- Demonstrable time management skills.
- Commitment to excellent customer service and the achievement of high-quality services.
- Awareness of relevant policies, procedures and processes relating to the services provided by the local authority.
- Knowledge and understanding of local government and its roles within the community.
- Knowledge & experience of using a wide range of PC software programs, including spreadsheets, databases, word processing and/or web authoring including a knowledge of bespoke internal systems.

Skills

- Reliable, discrete & confidential
- Desire to work corporately, recognise responsibilities which cross strategic and operational boundaries
- Ability to enquire whilst maintaining effective relationships and personal integrity
- Excellent interpersonal & communication skills
- Dynamic, flexible and willing to multi-task
- Able to work with diverse customer base and audiences
- Continuous personal & professional development

This role is designated as a casual car user.

**The content of this Job Description and Person Specification
will be reviewed on a regular basis.**