



## Role Profile

Business Administration – Level 2		BA2
These roles carry out administrative tasks within a team/service area, providing administrative support and basic office services that may also support others in providing a service.		
Knowledge and Communication Skills		
<b>Knowledge:</b>		
Roles at this level require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.		
<b>Communication skills:</b>		
These roles will interact regularly with immediate colleagues, other Council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others in the context of, for instance, seeking information or ensuring the timely completion of inter-dependent tasks.		
<b>Physical skills:</b>		
Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.		

Demands on the job holder	
<b>Physical demands:</b>	
There will be very little demand for enhanced physical exertion in roles at this level, as most work can be done in a sedentary position. Lifting and carrying files or equipment may, however, be needed very occasionally.	
<b>Mental demands:</b>	
In the context of an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.	
<b>Emotional demands:</b>	

Jobs will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the job holder.

### **Responsibilities**

The clerical and administrative duties carried out by job holders directly benefit colleagues and/or external partners or the public.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

Although not personally required to make substantive decisions in relation to finance, these roles will handle cash or deal with finance processing relating to their wider duties.

Job holders at this level will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safekeeping of office equipment.

### **Mental skills (problem solving) / initiative and independence**

Managing information flow and responding to queries related to either the specific working area or the more general administrative functions which support it, will throw up a range of issues such as conflicting data, diary clashes, and missing or duplicated information. Job holders will regularly need to solve straightforward problems such as these as a regular part of their routine.

With working arrangements well documented and understood, and established procedural guidelines in place, there will be little need for job holders to work under close supervision. They will therefore be expected to make appropriate routine decisions and offer appropriate guidance within their level of authority. When unexpected or more complex issues do occur, these will be referred to management.

### **Working environment**

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people-related behaviour.