

Job Description and Person Specification

Job details

Job title: **Business Support Administrator Level 1**

Grade: **Grade F - £21,970 - £22,373 per annum**

Reports to: **Senior Administrator**

Responsible for: **Administration support**

Directorate and Service area: **Public Health & Wellbeing – North Northants Adult Learning Service**

Purpose of the job

Insert a paragraph explaining why the job exists

To provide the Adult Learning Service Administrators and related staff with effective support, in particular respect to the general administration and data recording/monitoring surrounding service delivery.

This post is involved with the administrative needs required to ensure the smooth running and delivery of the Adult Learning Programme and Quality Cycle as well as the needs of the Senior Management and related teams. Duties require good knowledge of systems and procedures.

The Administration team's role is to discharge, at county level, the broad mission of the Service and to support the various elements of the Service.

Principal responsibilities

(Please make these concise and ideally no more than 8)

1. Provide administrative support to the service in order to meet service delivery requirements. To include the use of the Microsoft Office Suite at an intermediate/advanced level.
2. Accurately maintain a wide range of computerised records and management information systems.
3. Assist in gathering information related to the service, supporting the production of management reports and information on service performance.
4. Assist and support the Adult Learning Programme and related staff; to include the use of TERMS database, crystal reports for audit, production and manipulation of data, data entry, telephone enrolments/enquiries and process of payments.
5. Undertake routine financial administration to include:
 - a. Process of official orders and the procurement of goods and service in accordance with NNC financial regulations.
 - b. Process Accounts Receivable invoices as and when required
 - c. Process and incoming invoices for payment, ensuring that they are passed for payment within NNC specified timescale
 - d. Receipt incoming banking transactions

6. Handle a wide range of enquiries referred by other colleagues and provide a point of contact for service used customer feedback; to include input, tracking and reporting. Sort, refer and, under guidance, respond to standard correspondence to ensure that service standards are met.
7. Administration and organisation of meetings and events; to include diary management, agendas and minute taking, venues, refreshments, travel arrangements and distribution of relevant paperwork.
8. Upkeep and organisation of equipment of meetings and events; to include input, tracking, stock checks and reporting
9. Develop and maintain positive and productive working relationships with colleagues, internal and external customers.
10. Participate in team development activities and provide formal assistance, day to day supervision and support to less experienced colleagues, to support the achievement of individual and team performance development and objectives.
11. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
12. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
13. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).
This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>NVQ Level 2 Administration or equivalent proven experience as an Administrator</p> <p>Good standard of literacy and numeracy.</p> <p>Knowledge of MS Word, Access and Excel to intermediate/advanced level</p>	<p>NVQ Level 3</p> <p>Educated to GCSE standard (or equivalent) C or above in English and Mathematics</p>
Experience and Knowledge	<p>Good knowledge and understanding of the role that ICT has to play in administration and communication.</p> <p>Sound knowledge of General Data Protection Regulation</p>	<p>Some knowledge of financial Administration/ERP Procurement</p> <p>Knowledge of bespoke databases or experience of TERMS</p>
Ability and Skills	<p>Ability to communicate effectively both verbally and electronically with a variety of internal and external customers.</p> <p>Good English Fluency</p> <p>Ability to convey commitment to organisation goals</p> <p>Ability to delegate</p> <p>Ability to work as an individual as well as part of a team</p> <p>Willingness to undertake training appropriate to the role.</p>	<p>Experience of guiding and assisting less experienced colleagues</p> <p>Able to travel effectively to a variety of work locations</p>

Attributes	Essential criteria	Desirable criteria
	<p>Ability to maintain efficient administrative systems</p> <p>Ability to use customer complaints positively to improve service.</p> <p>Ability to identify priorities and committed to meeting deadlines.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Health & Safety	<p>Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.</p>	