



Job Description

Job Title: Business Support Administrator – Support to Strategic Managers

POSCODE: 1367

Grade: G

Overall Purpose of Role

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To provide comprehensive, effective, confidential and timely administrative support to the Strategic Manager(s) to enable them to concentrate on the operational running of the service.

Main Accountabilities

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1	Provide comprehensive and effective administrative support to Strategic Manager(s), working to deadlines and prioritizing, workload where required as directed by Strategic Manager or Line Manager. Maintaining confidentiality at all times and adhering to NCT policies for data protection.
2	Set up and manage Service Teams channels and shared trackers, ensuring that membership of teams is kept up to date and trackers are completed in a timely fashion, sending reminders where necessary. Collating data from trackers as and when required for use in service reports.
3	Assist service in the tracking of complaints, ensuring they are responded to within set timelines and that the complaints team are kept up to date with progress and receive a copy of final correspondence to enable them to close the complaint record.
4	Work collaboratively with the other service areas including Finance and HR to resolve queries in a timely fashion and take appropriate action where needed. Where necessary liaise with external partners and staff from both West and North Northants in a positive way, helping to build relationships.
5	Schedule meetings and events and where appropriate take minutes at these meetings. Keep action logs up to date and ensure that actions are completed in a timely fashion sending reminders for action points as necessary.

6	To provide comprehensive support in the tracking of establishment (workforce) movement, ensuring that updates are carried out on internal system and/or notified to the relevant team and keeping service trackers up to date to ensure that agency contracts are up to date and extended where applicable and new starters are set up on the system in good time.
7	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
8	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.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*
We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Educated to GCSE standard or NVQ Level 2 or equivalent in a relevant subject. (GCSE - grades 9 to 4 or grades A*, A, B, C are equivalent to NVQ2 level 2)	Mathematics and English	Essential

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
Knowledge:		
Local Government	A knowledge of working within a local government setting and working across key stakeholders.	Desirable
Business Support	Knowledge of working within a business support environment.	Essential
Children's Services	Knowledge and experience of working within a Children's Services environment	Desirable
Skills:		
Numeracy	Excellent numeracy, analytical, interpretative attention to detail.	Essential

IT	Experience in use of IT systems e.g. Word processing, spreadsheets, internet, Excel, power point.	Essential
Communication	Able to demonstrate effective written and verbal communication across a range of services and the ability to build strong working relationships at all levels	Essential
Confidentiality and Data Awareness	Appropriate level of data protection, security and confidentiality awareness.	Essential
Virtual and face to face meetings	Ability to co-ordinate training, meetings and events including the booking of rooms and setting up of technology	Essential
Experience:		
Previous experience in an administrative role	Proven previous experience of working in an administrative role	Essential
Change Management	Experience of working within a fast changing, dynamic environment	Desirable
Minute Taking	Experience of taking minutes	Essential
Equal Opportunities:		
	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Disclosure Level		

What DBS Level is required for this post?	
None	<input checked="" type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>