**Job description**

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| **Details of the job** | |
| **Post title:** | Business Administrator |
| **Salary grade:** | G |
| **Hours:** | 37 |
| **Location:** | One Angel Square |
| **Reports to:** | Northamptonshire Safeguarding Adults Board, Business Manager |
| **Service area:** | Northamptonshire Safeguarding Adults Board |

**Overall purpose of the post**

1. To provide administrative, secretarial and clerical support to the Northamptonshire Safeguarding Adults Board and their Sub Groups, under the direction of the NSAB Business Manager.
2. To provide administrative and secretarial support to the NSAB Business Manager.
3. Be a point of contact and ensure that there are effective office systems and processes so that staff can deliver an effective service.

**Principal responsibilities**

1. To co-ordinate the systems and processes that ensure organisational support is effective to the NSAB – including meeting agendas, papers, minutes are completed and disseminated in a timely manner and are kept and filed securely and in an orderly manner using available systems.
2. Operate filing and retrieval systems for the NSAB Business Manager and assistants relating to the functions of the NSAB and Sub Groups.
3. To organise, assist and maintain secure business processes, and data bases related to the work areas to support management reports locally and nationally – such as the child death data base and the safeguarding data set.
4. Provide secretarial support and administration to all users and contributors to the Boards’ work and functions (this may include collating reports and from other agencies and making arrangements for visitors to Board meetings) and the preparation for inspections.
5. Be a point of contact for detailed enquiries about the Boards and the Sub Groups through different media including email, post and telephone.
6. To gather and maintain performance information to support the scrutiny and monitoring functions of the service areas and Sub Groups.
7. Co-ordinate the production of complex and specialist documents on behalf of the NSAB Business Manager, such as business plan or annual reports.
8. Gather and process financial information related to the work areas to support effective budget management of the Boards and the business office.
9. To ensure the Boards operate in accordance with the Local Authority’s equality and diversity policy, and adhere to the requirements.
10. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
11. 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.
12. 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.

PERSON SPECIFICATION

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| Post Title | Business Administrator |
| Grade | G |
| Service Area | Northamptonshire Safeguarding Adults Board |

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | |
| **Education and Qualifications** | NVQ level 2 or equivalent in a relevant subject area.  Good standard of GCSE or equivalent in Maths and English. |  | |
| **Experience and Knowledge** | * Proven experience as an administrative assistant. * Significant experience in administrative work with proven knowledge of setting up systems, minute taking at complex meetings, and providing secretarial support. * Good keyboard skills including knowledge of MS Windows including, Word, Excel and similar software. * Experience of minute taking. * Experience of managing complex diary and meeting schedules for a number of groups and a large number of individuals. * An understanding of confidentiality and data protection, and secure filing systems in particular, information of a sensitive nature and with a high emotional content. * Ability to implement and maintain secure manual and computerised records systems, and basic filing and retrieval processes. * Knowledge of the management of provision of office resources and supplies. * Experience of managing responses to correspondence and direct contact from stakeholders and service users, and reception duties. * Knowledge of equality and diversity issues. | * An understanding of collating and presenting statistical information. * Experience of website software. * Experience of administering social media. * Experience of gathering data and financial information. * Ability to work on the implementation of projects identified by a manager. * Ability to produce detailed reports and documents. | |
| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** |
|  | * Proven experience of working to timescales, diary scheduling, collation and distribution of information. * Good interpersonal skills to interact with senior managers and practitioners, show courtesy and sensitivity to service users, and handle emotionally stressful situations. * Ability to work on own initiative and prioritise work load. * Contribute to team development and performance objectives. | Experience of delegated project work |
| **Equal Opportunities** | * Ability to demonstrate awareness and understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |