

ROLE DESCRIPTION

Job Title	Technical Administrations Officer
Salary Band	16-19
Reporting to	Senior Technical Administration Officer
Directorate	Place
Service Area and sub area	Customer and Operations
Team	Operational Co-Ordination Team
Political Restriction	N/A

1. Primary Purpose of the Post
<p>This role involves administering the business service operations of the Customer and Operations Directorate, ensuring effective planning, performance, financial control and service delivery. The Officer will deliver advanced procedural support to a wide range of stakeholders and service users, ensuring the effective administration, evaluation and monitoring of priority projects, programmes and specialist operational activities within the Directorate. The post holder will be expected to respond to requests within defined parameters, consistently uphold corporate standards and contribute to the development of new initiatives while maintaining a high level of consistency.</p>
2. Your responsibilities
<p>Operational Co-ordination</p> <ul style="list-style-type: none"> • Provide advanced procedural and technical support across a broad spectrum of operational deliverables such as auditing of pass allocations and T-flow accounts to ensure security across the LCRCA estate and coordinating health checks for individual staff. • Demonstrate extensive experience in applying complex processes and detailed procedures across various technical disciplines. • Exhibit flexibility and initiative, particularly in resolving non-routine issues and when covering absent team members such as knowledge of vehicle administration insurance and car parking permits allocation. • Communicate clearly and adhere strictly to established processes to influence colleagues and contribute effectively to operational objectives. <p>Financial and Resource Co-ordination</p> <ul style="list-style-type: none"> • Assist in the administration, management and financial oversight within the Maintenance Management System. • Collaborate with Programme Managers, Land and Property Manager, Project Managers, Maintenance Delivery Manager, Fleet Manager and other key stakeholders to produce documentation that supports robust programme monitoring and compliance.

- Provide project support to Programme and Project Managers, as well as LCRCA finance and audit teams, to manage financial transactions, including payment processing, query resolution and reporting.
- Administer Year End closure of accounts and co-ordination and collation of AM responses, following management requests or other directorate requirements e.g. audits, legal requests, procurement queries, HR requests etc.

Performance and Risk Co-ordination

- Support and collation of safety documentation for estate wide services and the production and distribution of operational performance reports.
- Ensure performance reports and related information are consistently available, accurate and up to date.
- Coordinate statutory health checks for the directorate, ensuring compliance with corporate legislative requirements within defined timescales.
- Analyse, interpret and present large volumes of performance data to a high standard, such as social value outputs, decarbonisation and carbon matrix.

Team Co-ordination

- Coordinate meetings, working groups, steering committees and briefing sessions with internal and external colleagues.
- Record and progress actions and decisions from meetings in a timely and accurate manner.
- Handle and resolve complex enquiries using judgment when analysing data.
- Maintain and support the SharePoint electronic document management system.
- Establish and maintain proportionate project governance arrangements to ensure appropriate oversight, translating procedures into understandable formats.
- Assist in testing new system designs, incorporating AI into procedures and new ways of working corporately, contributing specialist knowledge and input.

3. General Corporate Responsibilities

- Review and accept all LCRCA policies applicable to post.
- Comply with LCRCA/department specific Safety policies, procedures, work instructions and other Health & Safety related documentation including risk assessments, method statements, etc.
- Attend mandatory training
- Represent the Combined Authority / Asset Investment professionally at external and internal meetings and events.
- Support and contribute to the Combined Authority corporate objectives, targets, etc.
- Ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.

4. Recruitment Plan

Competency Based Interview
Assessment



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

PERSON SPECIFICATION

Job Title: Technical Administrations Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> Competent and proficient in the use of all current information technology systems and applications particularly Excel and hold ECDL qualification or equivalent. 	E	A, I
<ul style="list-style-type: none"> NVQ Business Admin Level 3 or equivalent experience or educated to at least 5 GCSE or equivalent. 	E	A

Experience and knowledge	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> Proven track record in administrative roles, including budget management and financial reporting. 	E	A
<ul style="list-style-type: none"> Skilled in scheduling meetings and managing diary commitments. 	E	A
<ul style="list-style-type: none"> Proficient in data collection, analysis and evaluation to support operational decision-making. 	E	A
<ul style="list-style-type: none"> Ability to present performance data in clear, accessible formats tailored for management use. 	E	A, T, I
<ul style="list-style-type: none"> Strong organisational skills with the ability to manage multiple concurrent tasks effectively. 	E	T
<ul style="list-style-type: none"> High level of competence in ICT, particularly Microsoft Office applications, Visio, Cloud Based Applications and SharePoint. 	D	I
<ul style="list-style-type: none"> Strong numeracy and literacy skills, with attention to detail and accuracy. 	D	A, T
<ul style="list-style-type: none"> Excellent communication and interpersonal skills, with a collaborative approach to cross-functional working. 	D	A, T
<ul style="list-style-type: none"> Self-motivated with the ability to work independently and manage workload proactively. 	D	I
<ul style="list-style-type: none"> Demonstrated experience in accurately recording minutes and progressing actions from meetings. 	D	A, T

Skills and abilities	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> Strong communication and organisational skills, with a consistent ability to meet demanding timescales. 	E	I
<ul style="list-style-type: none"> Proven ability to work effectively under pressure in a fast-paced environment, delivering results within tight deadlines. 	D	I



<ul style="list-style-type: none"> Proactive and self-motivated, capable of working independently with minimal supervision, setting personal deadlines and managing time efficiently. 	D	I
<ul style="list-style-type: none"> Ability to prioritise tasks and manage competing demands to ensure timely delivery. 	D	I
<ul style="list-style-type: none"> Effective team player, able to contribute to project teams and support cross-departmental collaboration. 	D	I
<ul style="list-style-type: none"> Demonstrated experience of working collaboratively across teams and departments to achieve shared objectives. 	D	I
<ul style="list-style-type: none"> Evidence and commitment to continuous personal and professional development. 	E	A
<ul style="list-style-type: none"> Commitment to and understanding of equal opportunities, promoting inclusive practices in all aspects of work. 	E	I

Personal Attributes	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> A strong focus on detail and accuracy. 	E	A, I
<ul style="list-style-type: none"> Commitment to training and development and to use all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery including attendance at corporate mandatory training. 	E	A, I
<ul style="list-style-type: none"> Organisational skills with the ability to work to deadlines within competing priorities. 	E	A, I
<ul style="list-style-type: none"> Flexible approach to work schedule and environment to maintain service delivery. 	E	A, I
<ul style="list-style-type: none"> Proven track record for delivery. 	D	A, I
<ul style="list-style-type: none"> Continual professional development. 	D	A, I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> Commitment to LCRCA's vision, values and behaviours. 	E	I
<ul style="list-style-type: none"> Ability to lead to example. 	E	I
<ul style="list-style-type: none"> Willing to embrace change. 	E	I
<ul style="list-style-type: none"> Attendance at corporate mandatory training. 	E	I

Key to Assessment Methods:

A - Application	P – Presentation	T - Test
I – Interview	E – Exercise	