Job Description

POST IDENTIFICATION

Post Title	Business Support Administrator				
Grade	3	**Job Evaluation ID:**	2901	**Date Evaluated/Reviewed**	November 2019

Service Area	Social Services				
Service Team	Operational Teams				
Responsible to	Business Support Team Leader				
Areas of Responsibility	Click here to enter text *(name of teams).*				
Number of staff responsible for	None	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	No
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To provide an effective and efficient administrative support service.

(The below key result areas outline the **generic** duties required within the Administrator post, however the specific tasks will be as directed by the Business Support Team Leader as appropriate to the specific team)

KEY RESULT AREAS

1. To undertake all general administration tasks including the collation and processing of information in respect of systems, procedures or records.
2. To support Head of Service, including but not limited to; maintaining diaries, meeting preparation and arrangements, acting as the first point of contact to approaches / enquires for Heads of Services and any other duties as required.
3. To update and maintain systems, procedures and records to ensure the effective delivery of service.
4. To assist all staff members in problem solving day to day issues that arise from teams and managers and support and assist with new employees and inductions.
5. To assist in the provision of performance management information.
6. To assist in the development and testing of all IT Systems including any Social Services Database, Digital Services and Social Service website and intranet.
7. To liaise with internal and external agencies to collate or provide relevant information concerning service users in line with GDPR.
8. To facilitate and/or arrange multi agency meetings and team meetings whilst assisting in projects as and when required.
9. To attend meetings to take minutes. To include distributing the minutes to relevant parties/agencies within timescales.
10. To ensure any statutory checks are completed in line with legal requirements.

11. To ensure an adequate supply of office stationery and equipment.

12. To support, assist and cover colleagues in the support and delivery to managers within the service area, as requested.

13. To process the ordering and receiving of goods and services via agreed methods of procurement.

14. To safeguard essential IT equipment and security of data.

15. To monitor and issue petty cash payments and accounts, and ensure all relevant documentation is completed following Newport City Council's policies and financial procedures.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	**DESIRABLE**
Qualifications	• Educated to 5 GCSEs (A-C) including English and Maths or Relevant QCF Level 2 or equivalent	• RSA Stage 2, CLAIT, ECDL or equivalent
Knowledge	• Knowledge of standard computer soft software including word processing and spreadsheets • Knowledge of the Data Protection Act requirements	• Knowledge of General Data Protection Regulations (GDPR)
Experience	• Substantial administrative experience within an office environment • Experience of providing administrative support to a team • Able to demonstrate good IT skills and experience of using Word, Excel, email and internet within the workplace • Experience of taking minutes at meetings	• Experience of providing Senior Management Support • Experience of working on a Local Government / Social Services environment
Aptitude & Skills	• Possess excellent written and verbal skills • Be able to communicate effectively with colleagues and Senior Management • Understand and respect the principles of confidentiality • Be able to work as part of a team and on your own initiative • Be able to organise and priorities your workload in an environment where there are often competing demands. • Good interpersonal skills and the ability to deal with people tactfully and diplomatically • Be able to work flexibly to meet the demands of the service	• Possess an attention to detail and accuracy

EXPECTED BEHAVIOURS & VALUES

- Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships
- Recognise and use best practice to solve problems. Take initiative to suggest improvements, sharing this constructively.
- Communicate openly, being straightforward with people to generate trust and confidence.
- Follow procedures and rules. Give feedback where these can be improved.
- Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements and will either be Welsh Essential or Welsh Desirable.

Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)

Welsh Language Skills		Desirable			
Listening / Speaking Skills	1	Writing Skills	1	Reading / Understanding Skills	1

Special Conditions

Disclosure & Barring Service Disclosures	Not Applicable
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	To adopt a flexible approach towards assisting with any work in the team, and other teams in the service area if requested

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

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