

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Senior Administration Officer |
| HBC Grade: | **HBC 4** |
| Service: | **Children’s Services** |
| Division: | **Children’s Services** |

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| **Main Purpose of the Role** |
| To be responsible for the provision of a comprehensive Administration Shared Service including the supervision and monitoring of the staff of the service. |

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| **Key Duties**  |
| **1** | Undertake the supervision, monitoring and administration of the Administration Shared Service Team. |
| **2** | To assist in implementing and monitoring the division’s processes and procedures |
| **3** | The provision of service specific administration in line with the business requirements of the customers of the administration shared service |
| **4**  | Use of bespoke software applications to produce reports and statistical information as required by the customers of the administration shared service |
| **5** | To respond to routine enquiries regarding Council Services and take action as appropriate  |
| **6** | To provide general administrative support as and where required across the division including word processing, organising and minuting meetings, data input etc.  |
| **7** | Preparation and maintenance of fire evacuation procedures |
| **8** | To provide advice, guidance and information to managers on administration matters |
| **9** | Allocating and overseeing the work of other members of the team |
| **10** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications**  | **Essential**  | **Desirable**  | **How Identified**  |
| Educated to GCSE standard or equivalent and ideally should have 5 passes at grade C or above including English and Maths or have the ability to demonstrate relevant experience.  | Evidence of continuing professional developmentILM Level 3 in first line management or equivalent | All essential qualification certificates must be presented at interview. |

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|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified**  |
| **ESSENTIAL** | Working in a local government or other public sector organisation | Knowledge of the importance of working to the Data Protection Act | Excellent interpersonal and communication skills (both written and oral) | Application / Interview  |
| Relevant experience of using IT systems including Microsoft Office | An awareness of the importance of confidentiality | A willingness to work as part of a team and assist with the implementation of change | Application / Interview  |
| Relevant experience of using bespoke software systems within Local Government |  |  | Application / Interview  |
| Working with staff at all levels in an organisation |  |  | Application / Interview  |
| **DESIRABLE** | Experience of implementing new ways of working |  |  | Application / Interview  |
| Experience of supervision and monitoring of junior staff |  |  | Application / Interview  |
| ECDL or equivalent |  |  | Application / Interview  |

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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Willingness to travel between different locations as required and the ability to be mobile throughout the borough. | A driving licence and/or access to a vehicle | Interview / Documentation  |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** | **July 2023** |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.