EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Senior Business Administrator

# Department: Children Services

# Grade: [Single Status](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status) 6

# Responsible to: Office Manager

# Purpose of the Role:

Administrative support enables other members of the team to deliver their services efficiently and effectively. Senior Business Administrators provide vital support to teams to ensure customer/clients question and requests are responded to efficiently, accurate records are maintained and other staff within the team receive the support they need to do their own jobs well. Senior Business Administrators also provide more specialised administrative support like minute taking complex meetings, financial reconciliation or project support.

As a Senior Business Administrator, you will learn about the service the team provide and how it makes a difference to people’s lives. You need to work as a team to anticipate and meet the needs of team members who may be in the office, working remotely or in the community. You will need to manage multiple tasks at once and deal with regular interruptions and reprioritise your work to ensure the team is supported.

# Key Tasks:

1. Undertake minutes of complex meetings about vulnerable clients. Minute, produce and distribute accurate records of meetings, including safeguarding, best interest meetings and/or case conference and complex case meetings, in accordance with statutory and local guidance.
2. Provide local financial and business administration support to managers in close liaison with Business Services Department (BSD). This will include: investigating and analysing operational budget queries and making recommendations as appropriate; supporting colleagues to identify the budgetary aspects of operational decisions; overseeing local financial data systems to ensure they are complete and accurate; providing prompt, accurate and easy-to-use local financial information as required to managers and BSD colleagues.
3. Undertake and continuously improve administrative duties including responding to email enquiries, providing telephone cover and message service, checking and distributing post, setting and maintaining office processes, arranging meetings and maintaining diaries.
4. Drafting and writing emails or letters on behalf of others.
5. Collate information and produce summary reports, including research and analysis as appropriate.
6. Accurately input data into databases and spreadsheets, including processing, retrieving and cleansing data as necessary.
7. Develop and maintain knowledge of the service and interconnected services and knowledge of the roles and practices of the team in order to support administrative processes.
8. Liaise with internal and external colleagues and clients as appropriate, sharing information as directed and ensuring Council procedures are properly followed.
9. Establish, maintain, and monitor all paper and electronic filing systems, including establishment of new files and creation of documents such as spreadsheets.
10. Provide support to individual managers as required, including diary management and travel planning.
11. Arranging and supporting events and meetings. This will include sending out invites, booking rooms/MS Teams call set up, collating and distributing agendas and minutes.
12. Support managers in maintaining property and facilities and their security. This will include delegated responsibilities in relation to health and safety and fire checks and records and controller of premises duties such as opening and closing buildings and reporting issues.
13. Undertake reception duties in an office/establishment, or support reception staff to respond to and admit visiting members of the public. This will include assisting clients and members of staff at the reception point, ensuring they follow signing in and out procedures, making decisions about allowing visitors access to an establishment or department, calling security or a manager if required.
14. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash, purchase orders and processing invoices in line with Council standards.

# PERSON SPECIFICATION

# Essential education and qualifications

* QCF Level 2 English or able to pass an assessment at interview

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Ability to effectively organise and prioritise own and team workload to meet deadlines
* Ability to undertake a diverse workload and manage conflicting priorities
* Ability to minute and produce accurate records of meetings
* Accuracy and attention to detail.
* Ability to exercise discretion in dealing with sensitive information to maintain strict confidentiality where appropriate
* Ability to communicate effectively to a range of people, including the ability to converse at ease with customer and provide advice in accurate spoken English
* Ability to deal with challenging and distressed clients on the telephone and face to face
* Ability to work in a team and maintain team connectivity when working remotely
* Ability to work on own initiative
* Ability to undertake research and learn new information quickly in a self-directed way
* Confidence interacting with new and emerging technologies.
* Ability to demonstrate resilience with the ability to cope and recover from setbacks or deal with challenging situations
* Knowledge of using email and software such as the Microsoft Office Suite with a good understanding of managing calendars and setting up MS Team calls
* Knowledge of Microsoft Excel, with a good understanding of maintaining spreadsheets and databases, basic formulas in spreadsheets
* Providing customer service
* Awareness of the services provided by ESCC
* Commitment to developing personal performance and supporting that of the service.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |