# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Business Administrator

# Department: Adult Social Care

# Grade: Single Status 5

# Responsible to: Senior Business Administrator

# Purpose of the Role:

Admin support enables other members of the team to deliver their services efficiently and effectively. 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.

As a 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.

# Key Tasks:

1. Undertake administrative duties including responding to email enquiries, providing telephone cover and message service, processing post, photocopying and scanning.
2. Drafting and writing emails or letters on behalf of others.
3. Collate information and produce summary reports.
4. Accurately input data into databases and spreadsheets, including processing, retrieving and cleansing data as necessary.
5. Liaise with internal and external colleagues and clients as appropriate, sharing information as directed and ensuring Council procedures are properly followed.
6. Maintain and update departmental information.
7. Maintain all paper and electronic filing systems, including establishment of new files.
8. Minute, produce and distribute accurate records of routine office meetings e.g. team, departmental, inter-agency meetings.
9. Provide support to individual managers as required, including diary management and travel planning.
10. 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.
11. Support managers in maintaining property and facilities and their security.
12. Provide administrative support in an environment which includes frequent contact with vulnerable service users.
13. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards.
14. 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, making decisions about allowing visitors access to an establishment or department, calling security or a manager if required.

# 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 prioritise a diverse workload to meet deadlines.
* Accuracy and attention to detail.
* 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 work in a team and maintain team connectivity when working remotely
* Confidence interacting with new and emerging technologies.
* Understanding of confidentiality.
* Ability to demonstrate resilience with the ability to cope and recover from setbacks or deal with challenging situations
* Working knowledge of using email and word processing software such as Microsoft Office.
* 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 | Yes/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 |