

Job Title:	Administrator City Infrastructure
Reports to:	Assistant Business Support Manager
Department:	City Environment
Section:	Business Support Unit

1. Job Purpose

To provide comprehensive and effective administrative and business support functions across City Infrastructure (Cityclean, City Parks and Fleet) to assist in the effective and efficient running and development of the services.

To manage the day to day administrative processes, produce accurate and timely management information and support performance management across the service.

2. Principal Accountabilities

1. Manage a wide variety of data sets and systems that support the smooth running of the service. This includes service information (eg collection rounds, allotments data, Sports Bookings, vehicle databases, Health & Safety data) and HR information (eg PIER sickness data, annual leave data and Payroll).
2. To analyse data sets and produce clear and relevant management information and performance reports
3. To prepare and send out letters and emails to residents, councillors and other stakeholders as required including responses to complaints.
4. To manage stock and order supplies and services in line with the Councils procedures.
5. To provide a reception services for visitors to the offices dealing with queries and questions
6. To take payments for council services and facilities
7. To monitor lone working and advise if any staff are unaccounted for.
8. To undertake ad hoc research projects as requested.
9. Organise and prepare meetings, taking minutes where required.
10. Manage diaries and electronic schedules.
11. Work as a member of the team in a supportive, co-operative manner, sharing information and liaising with colleagues to provide support and cover when required, including provision of cover in the Contact Centre.

12. Develop and maintain effective and efficient office systems and processes and deal with enquiries from staff across the Directorate in terms of the location of said policies, procedures and documentation advising as appropriate.
13. Contribute to the induction and training of new staff within the team regarding the full range of more complex office procedures and computerised systems, including explaining administrative systems and procedures, how to use office equipment or standard software or databases and where to obtain basic role related information, providing a shadowing facility and sharing knowledge with less experienced colleagues to ensure that a consistent approach to service delivery is maintained.
14. Participate in staff meetings, personal training and development activities and supervision sessions as required.
15. Uphold the Council's policies for anti-discriminatory practice and equality of opportunity.
16. Uphold the Councils and other departments' Health and Safety requirements, particularly with regard to agreed codes of practice and safe methods of working.

General Accountabilities

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

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Reports to:	Assistant Business Support Manager
Department:	City Environment
Section:	Business Support Unit

Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• Educated to NQF level 2 or equivalent experience• Good knowledge of a range of Council services
Experience	<ul style="list-style-type: none">• Experience of dealing with difficult members of the public, investigating and communicating complex issues• Experience of working in an administration role within a busy, customer focussed operational office/service• Experience of producing written responses to complaints and enquiries• Experience of working in a financial environment dealing with orders, procurement etc.
Skills and Abilities	<ul style="list-style-type: none">• Ability to manage, interpret, analyse and collate complex data sets• Ability to develop and maintain administrative systems and processes.• Ability to communicate effectively in writing and prepare reports for a range of audiences• Strong investigative skills with the ability to produce articulate, accurate and professional responses to member enquiries, complaints from the public and staffing issues• Ability to work under pressure and remain calm and professional when dealing with difficult callers• Flexible team player with strong organisational skills, the ability to plan own workload and work to deadlines to meet the needs of customers and the service• Excellent IT/computer skills to include Word and Excel and databases
Equalities	<ul style="list-style-type: none">• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.