



JOB PROFILE

Post Title:	Administration Team Leader
Portfolio:	Central Support Service
Responsible to:	Senior Administration Team Leader
Responsible for:	Administration Assistant(s), Receptionists, Handyman/Driver
Grade:	Band D

Job Purpose

To improve the lives of all within our community and help the island thrive by co-ordinating the day-to-day work of Administration Assistants and Receptionists within the Administration Support Service, ensuring all administrative activities are carried out efficiently and effectively to support Portfolios to function properly.

Based in the Central Support Service yet peripatetic across the Portfolios champions efficiencies and supports the Senior Administration Team Leader to develop an efficient administration service to meet the changing needs of a modern Public Service.

Main Duties and Responsibilities

1. Responsible for the efficient provision of administrative resource across allocated Portfolio(s), including managing rota for provision of reception duties where appropriate. Work with the Senior Administration Team Leader and Administration Team Leaders to ensure shared and efficient administrative provision across the Public Service.
2. Undertake a comprehensive range of administrative processes in connection with the delivery of a high quality Administration Support Service.
3. Continually evaluate, review and document all administrative systems and processes to ensure fitness for purpose and make recommendations for improvements to ensure efficiency, procedural compliance and data accuracy.
4. Lead the development and training of administrative staff to develop an efficient multi-skilled support service to enable the smooth running of the core functions of Portfolios and the Public Service as a whole.
5. Identify and address inefficiencies in the provision of administrative services and work to improve or remove these, always striving for best value for the Public Service.
6. Work with the Portfolio to ensure processes are in place to capture and report on agreed (Key) Performance Indicators. Support the Senior Administration Team Leader to capture and report on agreed (Key) Performance Indicators for the Administration Support Service.
7. Responsible for ensuring all administrative processes and requirements involved in supporting the day to day operations of the Public Transport Service are carried out.



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8. Ensure up to date inventories are kept for allocated Portfolio(s). Ensure operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories and evaluating new equipment and techniques. Maintain necessary ledgers and support stock takes.
9. Provide supervision and direction to assigned staff (including the Handyman/Driver); prepare work schedules; provide work assignments, instruction, and training; provide information and feedback to staff regarding performance.
10. Assist with the administrative management of the Portfolio(s) Transport Fleet, ensuring effective administrative arrangements are in place.
11. Responsible for the safe custody and management of petty cash within Portfolio(s).
12. Work with Portfolio staff to plan and deliver events, including promotional activities, staff events and training.
13. Ensure an adequate supply of stationary is available for the Portfolio and take responsibility for the oversight of ordering for the Portfolio.
14. Liaise with the Central Finance Team to ensure payments and complete financial processes as required.
15. Act as a sounding board for Administration Assistants and Receptionists and be responsible for the resolution of more complex administrative queries. Ensure that all service standards and timescales are met within the Administration Support Service, providing training, coaching and mentoring to Administration Assistants and Receptionists.
16. Make recommendations for improvements in relation to administrative systems and processes.
17. Ensure service users receive timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.
18. Provide the supervision and development needed to support team members to perform their roles competently and achieve team objectives or targets.

Special Conditions

Occasional out-of-hours working in order to support service delivery may be required. This role is flexible in nature and the postholder will be required to work across Portfolios.

This is a new role and it will develop as the service develops; that will require the ability to be flexible and adaptable and able to work in uncertain or ambiguous conditions as the role develops.



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This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status.	iii
Planning & Delivery of Work: Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	ii
Analysis and use of Information: Identifies and uses various sources of evidence to support outputs. Uses evidence to evaluate policies, projects and programmes. Works confidently with data before making decisions: e.g. interpret trends, issues and risks. Establishes underlying causes of problem. Considers options before deciding solution.	iii
Decision Making: Solves problems that have significant short-term implications for the organisation. Assesses the impact of decisions. Identifies causes rather than just symptoms to inform solutions. Uses trends and patterns in information for evidence based decisions. Confident in making decisions within policy guidelines. Assembles available knowledge to ensure evidence based decisions.	iii
Working with Others: Informs, consults and influences others using a range of communication mechanisms. Engages with others to gather information. Shares and implements good practice with others. Works with senior management and other stakeholders.	iii
Communication: Ensures important messages are understood. Ensures written communications are well structured and have clear meaning. Presents information so that it has a positive impact on the recipient. Engages well with others to understand their needs and aspirations.	iii
Influencing and Persuading: Encourages and provides constructive feedback to improve performance. Ensures alternative approaches to work are effective in meeting the organisation and	iii



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individual needs. Remains constructive when disagreeing or challenging. Challenges inappropriate employee behaviours.	
Dealing with Change: Supports individuals in their team through periods of change. Listens and responds to constructive feedback. Initiates new ways of doing things. Recognises and deals with obstacles to change. Promotes goals or new initiatives to others.	iii
Continuous Improvement: Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others. Manages own development and performance. Learns lessons from both successes and failures.	ii
Managing Resources: Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 3 qualification in a relevant subject – such as Business Administration, Maths, English or ICT or equivalent level of demonstrable attainment or experience	E	√	
Project or Programme Management Qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
Knowledge & Experience:			
Experience of working in an administrative function	E	√	
Experience of using data systems	E	√	
Experience of making improvements in relation to systems and administrative processes	E	√	√
Demonstrable ability to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of using information to develop solutions and solve problems	E	√	√
Experience of supervising a group of staff	D	√	√
Experience of financial processing and/or tracking budget spend	D	√	√
Skills and Abilities:			
Excellent written and verbal communication skills	E	√	√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to plan, manage and review tasks for team members	E		√
Excellent interpersonal skills, able to communicate effectively and professionally	E		√
Excellent time management and planning and organisation skills	E		√
Able to support changes in service provision in a positive and constructive manner	E		√
The ability to be creative and identify improvements and anticipate and respond to change	E		√
Able to work independently and seek advice and guidance when needed	E		√
Is approachable and confident in coaching members of the team to help them acquire skills and experience	E		√



PERSON SPECIFICATION

Other:			
Willingness to work flexibly – some evening or weekend work may be required.	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.