



## PERSON SPECIFICATION

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<b>Post Title:</b>	Senior Administration Team Leader
<b>Portfolio:</b>	Central Support Service
<b>Responsible to:</b>	Head of Administration Support Service
<b>Responsible for:</b>	2 x Administration Team Leaders, 2 x Senior Administration Assistant, Administration Assistant(s)
<b>Grade:</b>	Grade E

### Job Purpose

To improve the lives of all within our community and help the island thrive by co-ordinating and leading the day-to-day delivery of 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, provide leadership, champion efficiencies, ensure appropriate resourcing is available to Portfolios and ensure continuous improvement and the positive development of administrative services to meet the changing needs of a modern Public Service.

### Main Duties and Responsibilities

1. Provide effective leadership and direction to the Administration Support Service ensuring service standards are developed and maintained, and policies and procedures are adhered to, and reviewed and updated according to changing circumstances, championing the Central Administration model and the Central Administration Customer Charter, whilst instilling a 'continuous improvement' work ethos.
2. Foster the growth and development of an effective multi-skilled and customer focused Administration Support Service to enable the smooth running of Portfolios, ensuring high level administrative support is provided to meet those needs.
3. Develop and implement policies and procedures to improve operations and functioning of the Administration Support Service. Ensure standardised processes and working across Portfolios, through the development, review and update of standard operating procedures for all work activity processes.
4. Set clear job expectations, initiate and co-ordinate goals, and deadlines to meet demand and customer needs.
5. Provide support to Portfolios with minute taking and other secretarial duties as and when required.
6. Set standards, policies and procedures for training, and career development for staff within the Administration Support Service, identifying training needs and ensuring training plans



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are developed building a multi-skilled team and ensuring staff have a broad skill base to deliver efficient and effective support services across Portfolios.

7. Lead on admin resource requirements as needed to meet demand within Portfolios and work closely with Portfolio Senior Officers to understand their current needs as well as to plan for future needs, including regular attendance at Portfolio Senior Management Team meetings.

8. Lead on the development of agreed guidelines for the management and retention of information within the Administration Support team developing records retention and disposal schedules so that data is held, stored and processed appropriately in line with corporate policies and procedures.

9. Prepare Asycuda Customs entries as and when required for and train members of the Admin team in use of the same.

10. Responsible for carrying out petty cash spot-checks in Portfolios where Admin Assistants hold the petty cash and for ensuring all petty cash holding processes and procedures are adhered to.

11. 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.

12. Seek to continuously improve the quality and value of the Administration Support Service by working with colleagues and managers to establish and develop a dialogue and relationship.

13. Provide supervision and direction to assigned staff; prepare work schedules; provide work assignments, instruction, and training; provide information and feedback to staff regarding performance.

14. Assist with the organisation and delivery of national events such as inaugural ceremonies for Governors and the Remembrance Sunday Service, utilising the resources within the Central Administration team ensuring sufficient support is available for the smooth running of the events.

15. Liaise with the Central Finance Team to ensure payments are made and complete financial processes as required.

16. Responsible for the resolution of more complex administrative queries and ensure that all service standards and timescales are met within the Administration Support Service.

17. Responsible for arranging payments to the SHG UK Representative's Account, reconciling the account by the fifth working day of each month and prepare the necessary Journal for submission to Treasury.



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18. Responsible for quarterly review of the Castle Emergency Evacuation Procedures ensuring it is updated as necessary and issued to all Castle occupants, liaising with the St Helena Fire Service as necessary.
19. Responsible for 6-monthly review of the Castle Security Procedures ensuring it is updated as necessary and issued to all Castle occupants.
20. Responsible for ensuring all induction procedures for newly appointed staff based within the Central Support Service are carried out, liaising and supporting line managers as necessary.
21. Responsible for liaising with the Works team for any repairs and maintenance that are required for the Castle building.
22. Deputise for the Head of Administration Support Service as required.
23. Make recommendations for improvements in relation to administrative systems and processes.
24. Undertake all people management activities, such as absence management, managing conduct, conflict resolution, conducting appraisals etc. and completing Manager Self Service (HR21) processes as required.
25. 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 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.



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### Core Competency Framework

Competency	Level
<b>Professional Development:</b> N/a	(i)
<b>Planning &amp; Delivery of Work:</b> Plans and organizes work to meet objectives whilst achieving quality and value for money. Identify information needs and ensures delivery to plan in a timely and effective manner. Recognises good and tackles poor performance. Keeps relevant parties informed on the progress of a plan or programme.	(iv)
<b>Analysis and use of Information:</b> Interprets complex written information. Able to assess the validity, relevance and limitations of different sources of evidence. Generates a range of options and appraises them based on evidence available	(iv)
<b>Decision Making:</b> Thinks through the implications of decisions. Breaks down highly complex information into workable components for others. Draws together disparate information to resolve problems. Facilitates others to generate and solve problems. Empowers others to take creative decisions to meet organisational needs. Considers internal and external influences in complex decision making and problem solving. Solves problems that have significant long-term implications for the organisation	(iv)
<b>Working with Others:</b> Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours. Develops relationships with key stakeholders. Influences key stakeholders on issues relevant to the organisation. Creates an environment which will enable delivery of shared policy outcomes	(iv)
<b>Communication:</b> 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)
<b>Influencing and Persuading:</b> Ensures strategies to support a diverse workforce are implemented. Recognises and anticipates the needs of senior managers and government officials Presents unpopular messages confidently. Varies style of communication to have maximum impact on audience. Influences to maintain a balance between individual motives and directorate/departmental requirements. Integrates logic and emotion to construct and convey complex arguments in a face to face situation.	(iv)



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Competency	Level
<b>Dealing with Change:</b> Encourages employees to embrace and contribute to change. Presents the business need for change and can focus others on the positive aspects. Enables others to implement change. Anticipates obstacles to change.	(iv)
<b>Continuous Improvement:</b> Keeps up to date with developments that affect SHG and anticipates what may affect it in the future. Creates an environment which allows people to improve the way they work. Creates an environment where employees and colleagues work to improve the way things are done.	(iv)
<b>Managing Resources:</b> Ensures appropriate resources and levels of capability to deliver to plan. Uses management information to monitor/control resources. Supports initiatives for new and more efficient use of resources. Gains respect and credibility from team members through effective delegation, coaching and development.	(iv)



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
A Level 4 or above qualification in a relevant subject – such as Business Administration or equivalent level of demonstrable attainment or experience	E	√	
A recognised qualification in ICT such as ECDL	E	√	
Valid Driver's Licence Class A	E	√	
Completion of Mental Health Skills for managers online training course delivered by Mental Health First Aid England	D	√	
<b>Knowledge &amp; Experience:</b>			
Experience of leading administrative services and delivering high-quality, customer focused administrative support to organisations	E	√	
Experience working independently with limited direction, writing reports or business cases, building professional relationships, and working with a wide range of stakeholders	E	√	
Experience of using Access Dimensions software	E	√	
Knowledge of Accruals accounting processes	E		√
Experience of making improvements in relation to systems and administrative processes	E	√	√
Experience in the use of Asycuda customs management system	E		√
Experience of using information to develop solutions and solve problems	E	√	√
Experience of supervising a group of staff and overseeing the day to day running of a team	E	√	√
Experience of financial processing and/or tracking budget spend	D	√	√
<b>Skills and Abilities:</b>			
Excellent written and verbal communication skills including the ability to explain complex ideas and engage people	E	√	√
The ability to define and use analytics to support decision making	E		√
Able to use professional judgement and diplomacy to make decisions	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√



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Criteria	Essential / Desirable	Application Form	Selection Process
Able to plan, manage and review tasks for team members	E		√
Strong interpersonal skills, including motivational, negotiating, influencing and relationship building	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		√
<b>Other:</b>			
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

*Not applicable*