

ROLE PROFILE



| Role profile | | |
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| Title | Administration Support Manager | |
| Grade | GRADE E | |
| Reference: | N280 | |
| Reports to: | Professional Development Service Manager/PSW | |
| Work style Definition | Office based hot-desk/touch down worker | |
| Primary purpose of role | To ensure effective and efficient administrative support across the Children, Young People and Families department and to line manage administration support and clerical staff. | |
| Key accountabilities and key measures | Role Outcomes <ul style="list-style-type: none"> ▪ Taking accountability for organising administration support across a defined service area, ensuring compliance with policies and procedures and quality of service delivery (40%) ▪ Line-managing administration support and clerical staff within the service area (25%) ▪ Accounting and overseeing expenditure in line with the scheme of delegation (10%) ▪ Undertaking a range of tasks pertinent to the service area or on behalf of the department which support the business needs of the department (25%) | Role Measures <ul style="list-style-type: none"> ▪ Administrative systems and processes operating smoothly ▪ Delivery of services, e.g. minutes, financial processes, panels achieved in an accurate and timely manner ▪ Compliance with recruitment and HR processes ▪ Staff exit interviews ▪ Sickness levels ▪ Staff risk assessments ▪ Performance judged against specific task-related outcomes |
| Key activities | <ul style="list-style-type: none"> ▪ Working as a team with colleagues across the department to ensure consistency of process and maximise use of resources ▪ Reviewing systems and developing processes and procedures in response to changing legislation and service demands ▪ Ensuring the safe handling of sensitive information within a defined service area and alerting the Data and Performance Manager to any concerns including practices impacting on data security ▪ Raising service requests including IT access, call groups, financial purchase orders and petty cash ▪ Assisting in preparation and monitoring of budgets and contributing to forecasting | |



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

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| | <p>expenditure</p> <ul style="list-style-type: none"> Ensuring compliance with financial regulations (50%) Recruiting, appraising, and supervising administration and clerical support staff, including agency staff, within the service area Ensuring compliance with key policies e.g. data handling, health and safety, within the service area Ensuring appropriate DSE assessments are undertaken Ensuring appropriate HR processes are followed, e.g. sickness and capability processes, Safer Recruitment Allocating and quality assuring work task pertinent to the service area Leading change and continuous development for the service area Prioritising the service area workload, responding to competing/changing priorities when necessary, sometimes at short notice Ensuring appropriate induction, mentoring and training is offered to administration support and clerical staff Ensuring technical functions are processed accurately and in a timely manner (25%) Authorising the SIP payment run and Boarding Out Payments Leading on the management, storage and retention of paper files Managing the process for children's ISAs Linking with Professional Audit team Linking with concierge team leader on building issues, and with parking team Leading on providing business support to inspection planning Attending risk management meetings pertinent to the service area and ensuring reception arrangements are updated Ad hoc planning tasks such as co-ordinating practicalities of Christmas cover arrangements, buildings moves, responses to complex practice incidents/situations Providing professional support link to clerical officers in other service areas (25%) |
| Essential qualifications/ knowledge | <ul style="list-style-type: none"> Up to date knowledge and experience of Microsoft Office packages GCSE (grade A*-C) or equivalent in Maths and English NVQ 4 Business Administration or BTec in Business and Finance Administration Working in a customer facing environment Understanding of information security and data protection |
| Desirable qualifications/ knowledge | <ul style="list-style-type: none"> Understanding of IT systems, including Carefirst or Childview Knowledge of financial systems Understanding of business processes within Children, Young People, and Families Service |
| Essential experience | <ul style="list-style-type: none"> Experience of working in a clerical or administrative environment Experience of working with financial systems Experience of note taking |

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| | <ul style="list-style-type: none"> ▪ Experience of working in a team |
| Desirable experience | <ul style="list-style-type: none"> ▪ Previous management experience ▪ Experience of working within statutory children's services ▪ Experience of leading change |
| Essential skills | <ul style="list-style-type: none"> ▪ Interpersonal and communication skills to communicate with staff at all levels ▪ Tactful communication when engaging with users of the service ▪ Ability to review, develop and instigate administrative processes ▪ Ability to investigate finance errors, verifying and auditing payments ▪ Keyboard skills and ability to write clear analytical reports into specific issues ▪ Facility to manage data and an ability to understand and analyse management reports ▪ Planning skills and ability to prioritise workload in line with changing demands ▪ Ability to supervise, advise and guide staff, including leading change ▪ Ability to seek support and manage emotional responses on occasions, as the post holder will be exposed to client information that may at times be distressing |
| Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. | |