



JOB DESCRIPTION

Post Title:	Business Support Administrator 1 – Exams/Quality
Hours:	37
Salary:	Grade F - £20,045 - £20,448 pa, pro-rata
Responsible to:	Senior Administrator
Service Area:	Public Health & Wellbeing - North Northants Adult Learning Service
Purpose of Post:	To provide the Adult Learning Service Administrators and related staff with effective support, in particular respect to the general administration and data recording/monitoring surrounding service delivery.
Job Context	<p>This post is concerned with the administrative needs required to ensure the smooth running and delivery of the Adult Learning Programme and Quality Cycle as well as the needs of the Senior Management and related teams within John Dryden House. Duties require good knowledge of systems and procedures.</p> <p>The Administration team's role is to discharge, at county level, the broad mission of the Service and to support the various elements of the Service.</p>

PRINCIPAL RESPONSIBILITIES

1. Provide administrative support to the service in order to meet service delivery requirements. To include the use of the Microsoft Office Suite at an intermediate/advanced level.
2. Accurately maintain a wide range of computerised records and management information systems.
3. Assist in gathering information related to the service, supporting the production of management reports and information on service performance.
4. Assist and support the Adult Learning Programme and related staff; to include the use of the TERMS database, crystal reports for audit, production and manipulation of data, data entry, telephone enrolments/enquiries and process of payments.
5. Editing wording in existing Crystal reports as directed by the 'owner' of the report.

6. Handle a wide range of detailed enquires referred by other colleagues and provide a point of contact for service users customer feedback; to include input, tracking and reporting. Sort, refer and, under guidance, respond to standard correspondence to ensure that service standards are met.
7. Upkeep and organisation of equipment and related booking systems. To include input, tracking, stock checks and reporting.
8. Input, tracking and reporting of confidential information to include personnel information, HR Forms, PADP, qualifications and references.
9. Develop and maintain positive and productive working relationships with colleagues, internal and external customers.
10. Participate in team development activities and provide formal assistance, day to day supervision and support to less experienced colleagues, to support the achievement of individual and team performance development and objectives.
11. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
12. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
13. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the principle accountabilities of the post holder and identifies the level of responsibility at which they will be required to work. In the interests of effective working, the key tasks may be reviewed from time to time to reflect changing needs and circumstances, as appropriate to the role.

PERSON SPECIFICATION

Post Title:	Administrator	
Grade	Grade F - £20,045 - £20,448 pa, pro-rata	
Service Area:	Public Health and Wellbeing, Adult Learning Services, NNC	
ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<p>NVQ Level 2 Administration or equivalent proven experience as an Administrator</p> <p>Good standard of literacy and numeracy.</p> <p>Knowledge of MS Word, Access and Excel to intermediate/advanced level</p>	<p>NVQ level 3</p> <p>Educated to GCSE standard (or equivalent) C or above in English and Mathematics</p>
Experience and Knowledge	<p>Good knowledge and understanding of the role that ICT has to play in administration and communication.</p> <p>Sound knowledge of General Data Protection Regulation</p>	<p>Some knowledge of financial Administration/ ERP Procurement</p> <p>Knowledge of bespoke databases or experience of TERMS</p>

<p>Ability and Skills</p>	<p>Ability to communicate effectively via e mail and letters.</p> <p>Ability to convey commitment to organisation goals</p> <p>Ability to delegate</p> <p>Ability to work as an individual as well as part of a team.</p> <p>Ability to communicate effectively both verbally and electronically with a variety of internal and external customers.</p> <p>Willingness to undertake training appropriate to the role.</p>	<p>Experience of guiding and assisting less experienced colleagues</p> <p>Able to travel effectively to a variety of work locations.</p>
<p>ATTRIBUTES</p>	<p>ESSENTIAL CRITERIA</p>	<p>DESIRABLE CRITERIA</p>
<p>Ability and Skills</p>	<p>Ability to maintain efficient administrative systems</p> <p>Ability to use customer complaints positively to improve service.</p> <p>Ability to identify priorities and committed to meeting deadlines.</p>	
<p>Health & Safety and Safeguarding</p>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p> <p>Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.</p> <p>A duty of care to ensure that concerns about abuse of children and vulnerable adults are raised in line with North Northants Council's Safeguarding policy and procedures. As such, you have a responsibility to act on your concerns.</p>	