

# Role Profile



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|------------------|--|
| Reference Number | MUL054                                   |
| Role Title       | Team Support Administration Assistant II |
| Directorate      | Multiple                                 |
| Department       |  |
| Reports to       |  |

## Role Purpose

To provide efficient and effective clerical and administrative support to individuals and service teams, to enable them to maximise their service delivery and assist BCP Council in achieving its purpose and objectives. The role will undertake a range of basic administrative activities as required, with support from senior colleagues available.

## Accountabilities

- Act as point of contact for external and internal enquiries and resolve issues within defined decision-making frameworks. Escalate enquiries to relevant individuals or teams to ensure responses are provided in a timely manner.
- Collate information and undertake defined word processing and other ICT-related tasks such as maintaining records or databases, to support service delivery.
- Undertake routine clerical support such as arranging and attending meetings, minute taking, digital printing and photocopying, finishing (such as binding and collating) and processing incoming/outgoing mail to support the service team.
- Where required, liaise with external suppliers to place orders or obtain quotes, check invoices or purchase orders against defined requirements.

## Knowledge / Skills / Experience required

- GCSE level qualifications or equivalent experience.
- Experience of providing administrative support services.
- Some knowledge of the area of the Council supported.
- Basic knowledge of IT packages including Word and Excel.
- Knowledge of administrative procedures and processes.
- Ability to communicate with a range of stakeholders in a polite and efficient manner.
- Ability to reprioritise tasks according to need and urgency.

## Dimensions of role

- This role does not have any supervisory or management requirements.
- This role does not manage any direct budgets.
- Planning will typically be over the period of a day, mainly responding to the requests of others.

## Notes

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|-----------------------|---|
| Date:                 | 01/02/2021  |
| Working Conditions:   | Working conditions do not have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them. |
| Working Arrangements: | No specified working arrangements outside of a normal working pattern.  |