JOB SUMMARY

Post Title	***Administrative Support Officer***						
Job Family	*Business Support*	**Pay Range**	*5*	**Line Manager to others?**	**No**	**Role profile ref**	*BS05*
Service Area	*Business Centre*						
Line Manager	*Commissioning & Projects Lead Officer*						
Location	*County Hall / Agile*						

Job Purpose

The purpose of this role is to provide comprehensive administrative support for the Crisis & Resilience Fund Project, ensuring the effective and efficient delivery of project activities. The postholder will be responsible for managing a wide range of administrative processes, including general office administration, designing and maintaining databases and spreadsheets, diary and meeting management, and producing high-quality documentation through accurate and efficient word processing. The role will support the smooth operation of the project by maintaining robust administrative systems and providing timely, professional support to colleagues and stakeholders.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Preparation of materials for meetings and events.
- Appropriate use of IT and / or financial systems including designing and maintaining databases and spreadsheets
- Undertaking general office duties such as high speed, accurate word processing and diary and inbox management
- Communicate clearly and effectively with personnel at all levels both internal and external to the organisation
- Undertaking appropriate research as and when required under instruction by and in support of Senior Managers.
- To undertake such other tasks as are consistent with this job description as required by the Commissioning & Projects Lead Officer

Knowledge, Skills and Experience

Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Practical experience within the relevant working environment.	*Prior experience in an administration environment*	*	
	Prior experience of supporting senior managers in a PA role		*
Working knowledge of relevant processes and systems.	*Able to demonstrate good time management skills and able to prioritise own work*	*	
	Previous experience of minuting complex meetings, able to produce accurate and timely minutes	*	
	Demonstrable ability to provide highly effective inbox and diary management	*	
Knowledge of the service provided in own area.	*Previous experience of DWP grants*		*
ICT skills including use of Microsoft applications.	*Proficient with Microsoft 365 including Outlook, Word and Excel, MS Forms*	*	
Good verbal and written communication skills.	*Able to demonstrate effective verbal and written communication skills*	*	

Numerate and accurate with attention to detail.	*Able to evidence a high level of accuracy*	*	
Understanding of how to deal with customers appropriately.	*Confident communicator and demonstrable ability to communicate effectively with colleagues at all level in the organisation*	*	
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Educated to GCSE	*GCSE Maths and English grade 9-4 or equivalent qualification or experience*	*	
Level 3 Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience.	*NVQ level 3 in Business Administration or able to demonstrate equivalent experience*	*	
Other Requirements			
May require relevant certifications including evidence of fluency in English language.			
RSA II (Word Processing) or equivalent professional qualification may be required.			
Organisation Structure (optional)			