

Job description

Job title: Administrative Officer (Supervisor/Project Support)

Grade: Grade 6

Job evaluation reference: BA5002

Job family: Business, Policy and administration

Purpose and impact

1. Acting as a senior administrative officer, to provide and supervise the provision of administrative and clerical services within a designated function or project team, assisting senior officers as required.

Key responsibilities

2. To supervise or manage other members of staff which may include allocation of work; carrying out Performance Development Reviews (PDRs) with individuals; identification of training needs and approval of annual leave, as appropriate to the role. Alternatively, the role holder may supervise or manage staff allocated to specific projects or areas of work as required.
3. Role holders working mainly in project support may not be required to supervise or manage staff but may take more responsibility for the outcome of decisions.
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5. To ensure the provision of a high-quality service.
6. Provide office services as required, which may include maintenance of a filing system, word processing services, maintenance of stationery, preparing presentations and project related documentation, and other resources and maintenance of diaries for senior officers.
7. Deal with a range of enquiries to the function, providing advice as appropriate and/or referring enquiries to the relevant officer.
8. Create, maintain and interrogate confidential manual and computerised information and records, within legislative boundaries as appropriate, to ensure accurate and current data is maintained.
9. Maintain data and records as required to ensure routine management and/or financial information is available.
10. Maintain and gather information relating to the function in various forms as necessary and provide support to senior officers in promotion of the function as required.
11. Undertake and monitor financial procedures as required, which may include invoicing, banking and petty cash arrangements; processing expense claims and/or involvement in the monitoring of budgets, including project budgets.



12. Provide guidance, advice and support to other staff and customers, acting as a point of contact to the project.
13. Undertake administrative duties of a more specific nature in relation to the support of the project/function as required.
14. Where the post is based within the People – Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Appropriate Supervisor/Manager.

Responsibility for: Designated staff as required, as described in the main job role and key responsibilities. Some role holders working in project support may not be required to supervise staff.

Other factors

15. Responsible for workstation and related IT equipment.
16. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
17. Work is subject to interruptions to deal with queries from operational managers and staff and may involve taking telephone calls from service users and/or members of the public.
18. There may occasionally be work content of a sensitive/distressing nature particularly in teams involving direct contact with service users.
19. Work involves keyboard/computer work but with regular opportunities for breaks away from the computer to undertake other work.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum of 5 GCSE's grade C or above including English Language and Mathematics, or equivalent ability evidenced from ability testing.	Application form
1. Good standard of numeracy and written literacy skills.	Application form
2. NVQ 3 / BTEC National Certificate or equivalent in Administration or evidence of equivalent skills level.	Application form
Experience	
3. Significant experience in an administrative role, using computerised systems.	Application form Interview Assessment
4. Experience of using a range of IT systems, including Word, Excel, email and databases.	Application form Interview Assessment
5. Experience of producing documents to a high-quality standard.	Application form Interview Assessment
6. Experience of working in a team.	Application form Interview Assessment
Skills, abilities and knowledge	
7. Knowledge of effective supervision and management techniques or project administration experience.	Application form Interview Assessment
8. Knowledge of office practices and computerised systems.	Application form Interview Assessment
9. Knowledge of a range of IT systems, including Word, Excel, email and databases.	Application form Interview Assessment
10. Good written/spoken English.	Application form Interview Assessment
11. Knowledge and understanding of financial processes.	Application form Interview Assessment
12. Good interpersonal skills.	Application form Interview Assessment
13. IT skills including accurate keyboard skills.	Application form Interview Assessment



14. Ability to work with minimum supervision and to use initiative.	Application form Interview Assessment
15. Ability to build and sustain good working relationships.	Application form Interview Assessment
16. Ability to communicate effectively, orally and in writing.	Application form Interview Assessment
17. Ability to retain information and produce accurate/quality work.	Application form Interview Assessment
18. Ability to organise own workload effectively, prioritising tasks and working to defined deadlines.	Application form Interview Assessment
19. Ability to work under pressure.	Application form Interview Assessment
20. Ability to apply confidentiality to all information handled.	Application form Interview Assessment
21. Ability to take accurate notes of meetings and produce minutes.	Application form Interview Assessment
22. Able to fulfil the travel requirements of the post.	Interview Assessment References
Our values	
1. Respect	Interview Assessment
2. Together	Interview Assessment
3. Accountability	Interview Assessment
4. Openness	Interview Assessment
5. Curiosity	Interview Assessment
Other	
6. Ability to be flexible with an adaptable approach to work.	Interview Assessment
7. Able to undertake training as required.	Interview Assessment
8. Able to fulfil the travel requirements of the post.	Interview Assessment



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
9. ECDL or equivalent IT qualification.	Application form
10. NVQ2 or equivalent in Customer Service.	Application form
Experience	
11. Experience of supervising/managing staff or project support.	Application form Interview Assessment
12. Previous experience of working in a large organisation or local authority.	Application form Interview Assessment
13. Previous experience in a similar function.	Application form Interview Assessment
14. Previous experience of customer care.	Application form Interview Assessment
15. Previous experience of financial administration/budget management.	Application form Interview Assessment
16. Previous experience of recruitment, induction and training of staff where appropriate.	Application form Interview Assessment
Skills, abilities and Knowledge	
17. Understanding of the work of local authorities.	Application form Interview Assessment
18. Understanding of policy, legislation and developments in the field of work relevant to the function.	Application form Interview Assessment
19. Knowledge of basic accounting.	Application form Interview Assessment
20. Knowledge and understanding of specialist area of work.	Interview Assessment References

Approval

Manager's job title: Business Support Manager

Date: December 2025

