

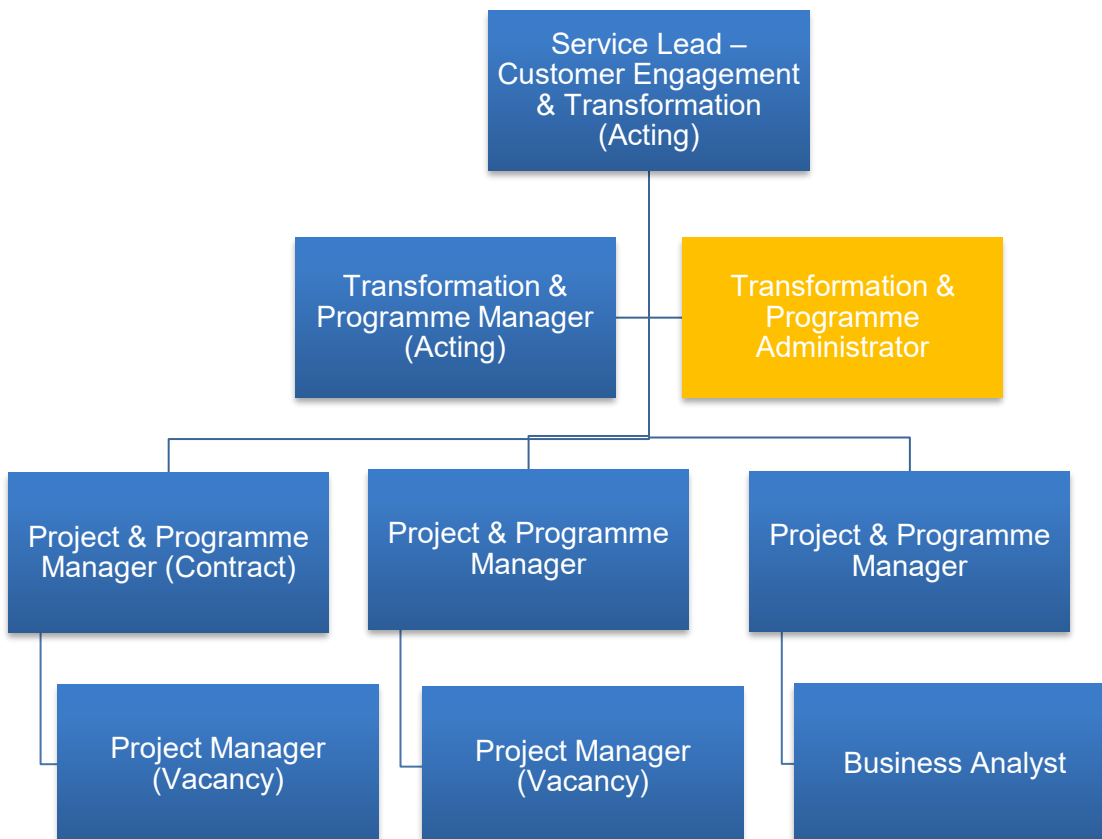
Job Description and Person Specification

Job title:	Transformation and Programme Team Administrator
Directorate:	Resources
Service:	Strategy & Governance
Team:	Transformation & Programme Team
Post number:	04933
Salary grade:	D
Work location:	Market Street
Reports to:	Transformation & Programme Manager (Acting)
Supervises:	N/A

Job Purpose

This post involves assisting in the provision of comprehensive administrative support to the Transformation and Programme Team in order to support the functions of Strategy & Governance. The workload is varied and the post holder will be expected to work with colleagues to ensure the overall team priorities for the day are achieved. The post holder will need to provide assistance in developing and supporting M365, PMM and other systems and processes that are Service-specific.

Structure Chart



Main Duties and Responsibilities

1. To handle a range of telephone, Teams and personal enquiries from both internal and external customers and contacts, providing a conclusive response or referring to others as appropriate.
2. To manage some financial administrative tasks, including processing of creditor invoices, preparation of debtor invoices, handling and receipting of income, recording for budgetary purposes ensuring accuracy and timeliness
3. To maintain and update files and records using existing systems and processes (Agresso / M365 / PMM / Teams / Excel / Power Automate / Outlook / InPhase), ensuring accuracy and security of information.
4. To provide support to the Transformation and Programme Team, including preparation and service of documentation.
5. Arranging meetings for team members, team meetings and project and programme meetings.
6. To provide support in the production and circulation of agendas for meetings (Civica Modern.Gov).
7. To provide administrative support in meetings, including the preparation of minutes and action logs.
8. To collect, process and input data relating to projects into systems and databases as required, ensuring accuracy and security (Teams / PMM / Excel / M365 Power Automate / InPhase / Agresso).
9. To provide a range of specialist administrative support to meet the specific requirements and processes of the Department and specialist teams within the service, ensuring confidentiality at all times.
10. To contribute as appropriate to the further development of systems and processes by identifying and then pursuing any opportunities for service improvement.
11. To carry out any other duties as may be required from time to time, including flexible working in line with the requirements of the Service.
12. To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
13. Comply with WBC Health and Safety policies, procedures and rules, taking reasonable care of self and others.
14. Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

The role has no budgetary responsibility.

There are no direct reports.

Person Specification	
Qualifications	Essential/ Desirable
Good basic education with a minimum of 5 GCSE qualifications Grade A-C, including English and Mathematics.	E
Educated to A-level or equivalent	D
Experience	
Two years' office experience	D
Experience of working on, or supporting projects	D
Knowledge and understanding	
Previous experience in a Local Authority environment	D
Skills and abilities	
Ability to use Outlook, Teams and a Web browser to access information	E
Good keyboard skills	E
Good numeracy skills	E
Good working knowledge of English grammar	E
Ability to use Microsoft Office (Word, Excel, PowerPoint etc.) and Microsoft Teams	E
Ability to manage calendar / meetings diaries for the team in Teams and Outlook	E
Basic knowledge of M365 systems [Power Automate and Forms (highly desirable)]	D
Ability to use specialist software (Agresso / Civica Mod.Gov / M365)	E
Extreme attention to detail	E
Ability to work independently, organising and prioritising own work in order to meet team deadlines	E
Work-related personal qualities	
Courteous and pleasant telephone manner	E
Good interpersonal skills	E
Willingness to learn and be flexible	E
Team working skills	E
Able to work with infrequent supervision	E
Prepared to accept responsibility	E
Good organisational skills	E
Commitment to the Council's strategic objectives and priorities	E
Use of discretion when dealing with confidential and sensitive matters	E
Enthusiasm to develop project management skills to support the Team.	E
Other work-related requirements	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E
Enhanced DBS check with relevant barred list/s	No
Is this post politically restricted?	No