



## Craven District Council

### Job Description

**JOB TITLE:** Senior Administrator – Business Support  
**SECTION:** Business Support  
**GRADE:** Scale 5

#### Job Purpose

As a Senior Administrator, you will supervise the Business Support Team and deliver a high level of administrative support across the Council. You will support the Business and Customer Team Leader and step in for them as required.

#### Duties

As Senior Administrator, you will be expected to:

- Provide formal administrative support for Chief Executive and Corporate Leadership Team in the absence of the Business Support Team Leader
- Provide administrative support to the Chairman and liaise with Group Leaders/Members as required
- Supervision of the Business Support Team (0.6 FTE BS Administrator, 2.27 FTE Clerical Assistant and 2 FTE Apprentices)
- Responsibility for administration of Craven District Council (CDC) parking permit scheme
- Ensure delivery of administrative support for other Council Services as required.
- Maintain confidentiality and sensitivity at all times
- Take notes/minutes prepare agendas and reports and distributing notes following the meeting
- Deal with complex queries from various internal employees, external individuals
- Provide accurate, relevant, and complete information in response to requests ensuring that information is provided in accordance with Data Protection Regulations and Freedom of Information requests.
- Contribute to team development and self-development in accordance with the Councils Performance Development Review (PDR) procedure.
- Covering Customer Services reception as and when required
- Updating Council website and intranet
- Ensure post is sorted, distribute and franked daily

- General Housekeeping
- Assisting occasionally with election and electoral registration matters
- Contribute to the security and safety of the office environment
- Other duties related to the work of the Service as may be required

**Note**

**The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.**

**Person Specification**  
**Senior Administrator – Business Support**

<b>Specification</b>	<b>Essential/ Desirable</b>	<b>How identified</b>
<b>Qualifications &amp; Training</b>		
Educated to A level standard or equivalent	E	Certificate
RSA I & II or equivalent	E	Certificate
ECDL or equivalent	E	Certificate
<b>Experience and Knowledge</b>		
Experience of delivery of high-level administrative support including setting up and reviewing administrative systems	E	Application/ Interview
Experience of IT systems particularly Microsoft Word Outlook and PowerPoint or equivalent	E	Application/ Interview
Experience of taking notes/minutes in meetings	E	Application/ Interview
Experience in planning and preparation of meetings, conferences and travel arrangements	E	Application/ Interview
Experience of working on own initiative when dealing with customers and organising workload	E	Application/ Interview
Experience of composing routine letters and emails	E	Application/ Interview
Experience of supervising a team	D	Application/ Interview
Experience in working in Local Government	D	Application/ Interview
Experience of working in a politically sensitive environment	D	Application/ Interview
<b>Skills and Abilities</b>		
Experience of working collectively as part of a team to achieve objectives	E	Application/ Interview
Good time management and ability to work to strict deadlines	E	Application/ Interview
Excellent oral and written communication skills	E	Application/ Interview
Excellent organisational skills and used to prioritising own workload	E	Application/ Interview
Ability to complete work to a high standard of accuracy and presentation	E	Application/ Interview

Demonstrate sensitivity, discretion, tact and integrity and must be able to respect and keep confidential information	E	Application/ Interview
Establish and maintain positive working relationships with colleagues, Councillors and customers	D	Application/ Interview
Ability to work flexible hours as necessary, and to work with continuous change in a pressurised and occasional stressful environment	D	Application/ Interview
Ability to maintain basic financial records	D	Application/ Interview