

Job Description

Corporate Support Administrator

Reference: AS033

Date: Nov 2025

Job Family: Admin Support/Corporate Support
Level: 1
Band: 3
Career Track: Operational

Job Purpose

To provide general support to Corporate Support Officers and Corporate Support Team Lead within a centralised Corporate Support Team, ensuring efficient and effective delivery of business support services.

Service Purpose

The Business Operations Centre provides integrated, high-volume transactional services across People & Culture, Finance, Data, Digital & IT, and Central Administrative functions. Its purpose is to deliver consistent, efficient, and compliant processes that underpin the Council's operations, enabling directorates to focus on strategic priorities and frontline services. The Business Operations Centre aims to:

- Standardise and optimise transactional processes to achieve cost-effectiveness and scalability.
- Enhance service quality and user experience through automation and digital innovation.
- Ensure robust governance, compliance, and risk management across all transactional activities.
- Enable effective and responsive administrative support to enable efficient day-to-day operations and leadership capacity.
- Support the Council's strategic objectives by providing accurate, timely, and reliable data and services.
- Foster collaboration across enabling functions and directorates to deliver integrated solutions.

Duties and Responsibilities

Team and Staff Support

- Contribute to induction, appraisal, and training of less experienced colleagues, acting as a coach or mentor when required.

Business Support

- Provide routine administrative support including mail handling, filing, photocopying, and stock control.
- Maintain accurate and confidential records, booking systems, and reference materials for quick access.
- Assist in developing and maintaining local administrative systems to ensure efficiency.
- Arrange meetings, prepare agendas and materials, and take accurate notes/minutes.
- Support committees, working groups, and team meetings with high-quality administrative coordination.
- Organise travel, accommodation, and corporate hospitality for staff in line with organisational procedures.
- Process payments, reconcile errors, manage petty cash and local accounts.
- Liaise with suppliers and ensure compliance with financial regulations and processes.
- Maintain service, client, asset or booking records and reference materials, ensuring data is accurate, organised, and compliant with relevant standards and protocols.
- Assist with diary management, room bookings, and travel/accommodation arrangements, ensuring value for money.

Systems Administration & Data Management

- Input, update, and maintain data accurately across relevant systems.
- Assist with data collation and reporting tasks as instructed, ensuring confidentiality and compliance.
- Follow established processes for secure data handling and record management.
- Use Microsoft Office and/or Google applications effectively to complete administrative tasks.
- Apply technology to improve efficiency and support digital processes where possible.
- Maintain and update management information systems to support service efficiency and continuous improvement.
- Provide administrative and logistical support for service-led or high-profile projects.

Customer Service & Stakeholder Liaison

- Respond to non-routine enquiries promptly and professionally, both verbally and in writing.
- Provide a high standard of customer service aligned with organisational expectations.
- Deal with clients, suppliers, members of the public, and partner organisations, resolving non-routine queries and supporting effective service delivery.
- Provide reception duties, acting as first point of contact by phone or in person to staff, members of the public, visitors, service users and clients.

Process, Governance & Compliance

- Follow established procedures and organisational policies consistently in all administrative tasks.
- Ensure compliance with data protection, financial regulations, and risk management requirements.

Other Responsibilities

- Undertake any other duties consistent with the nature, level and grade of the post.

Professional and Technical Requirements

Qualifications:

- Level 2 qualification in business. Able to interpret written policy and communicate technical information clearly and professionally

Knowledge, Experience and Skills

- **Numerical Accuracy:** Ability to quickly and accurately manipulate numerical data using arithmetic functions.
- **Organisational Ability:** Able to proactively organise self and work without constant supervision.
- **Office Applications:** Skilled in using office applications on a personal computer (e.g., Microsoft Office).
- **Technology Application:** Ability to apply technology in new work-related situations.
- **Systematic Working:** Works in a systematic and orderly manner following instructions and procedures.
- **Knowledge of Procedures:** Understanding of a broad range of work-related tasks and associated tools and equipment.
- **Confidentiality:** Ability to maintain strict confidentiality at all times.
- **Equality and Diversity:** Promotes equal opportunities and diversity in all aspects of work.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Precise:** You concentrate on detail and make sure everything is accurate and error free.
- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Efficient:** You convert resources into results in the most efficient and cost-effective way.
- **Improver:** You look for better ways of doing things and enjoy coming up with new and original ideas.

Desirable

- NVQ Level 3 or equivalent in a business-related discipline.
- Knowledge of Local Government procedures.
- Experience / knowledge of local authority services.
- Advanced IT skills.