Northumberland County Council

Job Description

Business Operations Administrator

Reference: AS025
Date: March 2026

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

Job Purpose

The role exists to provide efficient, proactive administrative support that enables colleagues to focus on delivering strategic and operational priorities. By coordinating day-to-day administrative tasks, managing information, and maintaining effective organisational systems, the post ensures smooth and reliable functioning across the service.
The role contributes to the wider organisation by supporting consistent service delivery, facilitating effective communication, and helping maintain high standards of governance and productivity within the service.

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.
- Support the Council's strategic objectives by providing accurate, timely, and reliable data and services.

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.

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.

Customer Service & Stakeholder Liaison

- Respond to routine and 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.

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.

Person Specification

Professional and Technical Requirements

Qualifications

Level 2 Functional Skills (literacy and numeracy).

Knowledge, Skills and Experience

- Experience in Digital & Office Productivity Tools such as Microsoft Office 365
- Proficiency using Administrative & Information Management Systems such as;
    - **Electronic records management systems** (filing, indexing, retention rules)
    - **Document management tools** (e.g., SharePoint)
    - **Booking / scheduling systems** (rooms, resources, equipment)
    - **CRM or case management systems** where applicable
    - **HR/Finance transactional systems** (for processing payments, expenses, orders, petty cash)
- Accurate Data Entry & Data Handling Skills
- Experience in Minute-Taking & Meeting Administration Tools
- Experience in the use of Financial Administration Systems
- Proficient in Office Equipment Operation
- Proficient in managing Communication Technology Tools such as
    - Managing group email inboxes
    - Using telephony systems & call-handling software
    - Managing virtual meeting tools (Teams, Zoom, etc.)
- Practical understanding of:
    - Confidentiality protocols
    - Retention schedules
    - Secure data handling

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.
Explainer - You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
Service Focused - You look for ways to serve customers putting their needs at the heart of everything you do.
Team Player: You work well as part of a team and strive to ensure the team pulls together and is effective.

Desirable