

## Job Description

### Business Operations Administrator

Reference: AS025

Date: November 2025

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

## Job Purpose

Provide efficient, customer-focused administrative support within the People and Organisational Development (OD) service. This role ensures day-to-day tasks are completed accurately and on time, supporting the smooth operation of systems, processes, and data management. The postholder will:

- Deliver routine administrative and transactional support across People and OD functions.
- Maintain accurate records and assist with data handling in compliance with organisational standards.
- Support meetings, events, and stakeholder interactions through effective coordination and communication.
- Apply digital tools and administrative systems to improve efficiency and service delivery.
- Contribute to team objectives by assisting colleagues and supporting workload organisation.

## 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.

- Foster collaboration across enabling functions and directorates to deliver integrated solutions.

## Duties and Responsibilities

### Team and Staff Support

- Assist in organising the work of a small team, delegating tasks, offering guidance, and motivating staff to meet objectives and quality standards.
- 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

### Systems Administration & Data Management

- Input, update, and maintain People-related 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.

### 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.

## Person Specification

### Professional and Technical Requirements

- **Qualifications:**  
level 2 in business-related qualifications. Able to interpret written policy and communicate technical information clearly and professionally.
- **Knowledge, Experience and Skills**
- **Experience:** Considerable experience in a similar role covering a broad range of administrative and support tasks.
- **IT Skills:** Skilled in using office applications and able to apply technology in new work-related situations.
- **Written Communication:** Writes clearly, succinctly, and correctly.
- **Numerical Ability:** Able to quickly and accurately manipulate numerical data using all arithmetic functions.
- **Organisation and Independence:** Ability to organise self and work effectively without constant supervision.
- **Systematic Working:** Works in a systematic and orderly manner, following instructions and procedures accurately.
- **Knowledge of Procedures:** Understanding of a broad range of work-related tasks and associated tools and equipment.

### 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 communication so others can understand.
- **Adaptable:** You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change.
- **Team Player:** You work well as part of a team and strive to ensure the team pulls together and is effective.

## Desirable

- Level 3 qualification or equivalent in a business-related discipline.
- A knowledge and understanding of the directorate's services.
- Previous experience of supervising others.
- Advanced skills in Microsoft Office.