



Job Description

Job Title:	Directorate Administrator
Directorate/Team:	Employment, Skills, Health and Communities
Location:	16 Summer Lane or other site/location
Responsible to:	Delivery Manager – Business Improvement
Responsible for:	N/A
Key working relationships: (internal)	Employment, Skills, Health and Communities Directorate: Heads of Service, Delivery Managers, Finance/Procurement/Governance
Key working relationships: (external)	External Partners

Purpose of the Post

To provide a wide range of administrative support across the Employment, Skills, Health and Communities Directorate. Ensuring a high level of administrative and clerical support to ensure the smooth running of directorate activities.

Accountabilities

To oversee the delivery of an administrative and clerical support role to the Employment, Skills, Health and Communities Directorate and assist/support on activities, projects and programmes being delivered by team members and partners.

Establishing systems and processes to support the smooth running of the directorates activities and oversight of project and programme delivery including monitoring and reporting.

Responsibilities

Strategic

- Assist with the co-ordination of diaries and setting up meetings and associated tasks including circulating agenda and papers, room bookings, catering, taking meeting minutes and following up on actions in a timely manner.
- Co-ordinating and compiling monitoring/performance/delivery reports to team members across a range of areas.
- Set up, manage, monitor and maintain directorate wide email accounts/inboxes.
- To set up and manage shared drives for the directorate, keeping all sites and information up to date.

People

- Managing guests and visitors to the building on behalf of the directorate, booking in at reception/car parking, collecting and taking to meeting rooms etc.
- To be an active member of the ESHC team and provide a high standard of customer service to partners, stakeholders and directorate team members.
- To support the team members in the delivery of the internal and external activity as required.

Operational

- To provide full support in on-boarding new starters to the directorate, ensuring IT equipment and ID passes are ordered, issued, set up. Providing tours of the building/facilities, fire alarm protocols and exits and general support and basic training in getting new starters set up and logged into various sites such as Business World, Teams and Clear Review.

- To work flexibly and pro-actively to meet the administrative needs of the directorate and partners, including (but not limited to) managing the office and ensuring the smooth running of the organisation on a day-to-day basis, establishing and maintaining systems and processes to support the directorate.
- To provide event support to directorate team members. Including supporting arrangements prior and during events, scoping and booking venues, catering and other support as required.
- Co-ordinate travel and accommodation arrangements for internal and external meetings for members of the directorate, in accordance with WMCA policies and protocols.

Financial

- To provide directorate wide finance support, including all aspects of Business World, ensuring invoices are processed in a timely manner and procurement requirements adhered to, in accordance with WMCA systems and processes. To also include liaising with contractors, tracking order progress and recording when goods and services have been received to ensure swift payment and satisfactory service has been provided.

Other

- Exceptional attention to detail, strong communication skills and the ability to work efficiently and effectively when under pressure.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
An experienced administrator, who is used to working on own initiative.	X		X		
Experience of co-ordination, preparation and support to meetings; including booking venues, meeting invites, circulating agendas and papers, note taking and following up and progressing actions.	X		X	X	
Experience of managing budget payment processes, including understanding of procurement requirements and processing of invoices and payments.	X		X	X	
Skills / Knowledge					
Strong attention to detail including observational, analytical, and organisational skills.	X		X		
Ability to support on a variety of event management activity including organising venues/on-line events and engagement activity with a variety of stakeholders.		X	X		
Excellent interpersonal skills, working with a variety of public and private stakeholders.	X		X	X	
Intermediate proficiency in MS Office applications including the ability to write and edit meeting notes, reports and presentations, develop briefings and manage calendars and scheduling activity	X		X		
Effective time management skills and ability to work independently as well as a member of a cross-functional team	X		X	X	
Qualification / Education / Training					
GCSE level or equivalent	X				

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.

Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input checked="" type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family