

## **Job Description**

<b>Post Title:</b>	Network Resilience Administrative Officer
<b>Directorate:</b>	Transport for West Midlands / Network Resilience
<b>Reports to:</b>	Network Resilience Administration Manager
<b>Direct Reports:</b>	0
<b>Salary Band:</b>	SCP21-SCP25
<b>FTC:</b>	18 months FTC

**Key Relationships:** Network Resilience Security and Policing team, Network Resilience Behaviour Change Hub, Network Resilience management team

### **Role Purpose**

The role will be responsible for providing high-quality administrative support to the Network Resilience team and designated Senior Managers within the team. Duties entail assisting with elements of the day-to-day support of the team, through the provision of effective office systems, standard processes and procedures and forward planning.

### **Responsibilities**

- Deliver proactive, timely, responsive and high-quality admin support to Network Resilience Administration Manager and designated Senior Managers, ensuring confidentiality and appropriate sensitivity on matters involving the team and partner organisations.
- Be an active member of the Network Resilience Support Team and provide a high standard of customer service to stakeholders and staff.
- Support with the facilitation and servicing of meetings to include preparation of meetings material, examples being recording, typing and distribution of action notes, arranging meetings and events, booking meeting rooms at various locations, registering visitors and arranging meeting resources as appropriate.
- Co-ordinate travel and accommodation arrangements for internal and external meetings for team members in accordance with policy, collecting tickets and documentation where required.

- Produce working documents using Microsoft Office packages and standard business/organisational templates.
- Maintain and update information systems, documents and distribution lists as required.
- Assist the team with procurement by raising Business World purchase orders and following the process through to the end.
- Be aware of corporate data protection and management policies and ensuring all activities are undertaken in line with the data security procedures.
- Liaise on a regular basis with the Senior Managers, Management Team, and other colleagues within Network Resilience to progress relevant issues ensuring known deadlines are met.
- Attend meetings and staff events as required with or on behalf of designated Senior Managers, demonstrating support for initiatives taking place within Network Resilience and providing feedback to Senior Managers in their absence.
- Work positively and proactively with all staff of Network Resilience and with contacts in stakeholder and partner organisations, treating people with dignity and respect at all times.
- Ensure that all records and filing systems are maintained and kept up to date to the correct standards at all times.
- Ensure that the Network Resilience directorate has all relevant office supplies and stationery required to carry out its day-to-day functions.

## Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			<b>Assessment Method</b>		
<b>Experience</b>	E	D	App*	Int**	Other***
Experience of working within a previous administration role	X		X		
Proven organisational skills.	X		X		
Strong communication skills	X			X	
Ability to forward plan and prioritise workload.		X		X	
Ability to work effectively with external and internal contacts.		X		X	
<b>Skills/Knowledge/Abilities</b>	E	D	App	Int	Other
Able to work independently as well as part of a team	X			X	
IT literate with good experience of the Microsoft Office Suite of applications including SharePoint, Word, Excel, PowerPoint, and collaboration tools such as MS Teams	X		X		
Strong interpersonal skills, and the ability to build effective relationships with colleagues at every level within an organisation		X	X		

A committed self-starter with experience of working in a fast-paced environment, with strong analytical skills and the ability to prioritise and organise effectively.		X		X	
Able to conduct themselves in a professional manner using diplomacy and tact.		X		X	
<b>Qualifications/ Professional Memberships</b>	E	D	App	Int	Other
Maths and English at GCSE Grade 4 (C) or above or equivalent.		X	X		

\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage

### Core Expectations

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 Focused	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.

### Health and Safety

All employees have a duty to take reasonable care for the health and safety 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 and safety.

### Equality and Diversity

To promote and champion equality and diversity in all aspects of the role.

### Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

**Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

**GDPR (General Data Protection Regulation)**

To 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.

**Other**

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis.