

Job Description

Post Title: Directorate Administrator (Fixed-Term Contract 12 MONTHS)

Directorate: Strategy, Economy & Net Zero

Reports to: Executive Assistant

Direct Reports: 0

Role Purpose

To provide a wide range of administrative support across the SENZ Directorate. Ensuring a high level of administrative and clerical support to ensure the smooth running of directorate activities.

Responsibilities

- Oversee the delivery of an administrative and clerical support role to the SENZ Directorate and assist/support on activities, projects and programmes being delivered by team members and partners, including taking notes at meetings.
- Establishing systems and processes to support the smooth running of the directorates activities and oversight of project and programme delivery including monitoring and reporting.
- Set up, manage, monitor and maintain directorate wide email accounts/inboxes.
- 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.
- 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.

- 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.
- Set up and manage shared drives for the directorate, keeping all sites and information up to date.
- 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-ordinate travel and accommodation arrangements for internal and external meetings for members of the directorate, in accordance with WMCA policies and protocols.
- Co-ordinating and compiling monitoring/performance/delivery reports to team members across a range of areas.
- Provide event support to directorate team members. Including supporting arrangements prior and during events, scoping and booking venues, catering and other support as required.
- Be an active member of the SENZ team and provide a high standard of customer service to partners, stakeholders and directorate team members.
- Support the team members in the delivery of the internal and external activity as required.
- 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.
- Exceptional attention to detail, strong communication skills and the ability to work efficiently and effectively when under pressure.

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App*	Int**	Other***
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/Abilities	E	D	App	Int	Other
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	
Qualifications/ Professional Memberships	E	D	App	Int	Other
GCSE level or equivalent	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 focused.
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