

Job Description

For Administrative Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Technical Administrator Voice & Data Team	JEID	AD003
Salary Grade:	Grade H		
Team:	Network and comms		
Service Area:	ICT & Digital, Enabling Services		
Primary Location:	Warwick / Home Working		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager Network and Comms		
Responsible for:	n/a		

Role Purpose

To provide proactive and project support for the Corporate Networking and Voice team (80%) and also support the schools team with project work across the School ICT Comms team and Technical team (20%)

You will work proactively, looking for new way of working, contributing to the outcomes of the services across the two teams.

Role Responsibilities

Acting as a point of liaison for communications relating to schools and Corporate current projects
Respond to support requests in a timely manner
Liaising with School and Council stakeholders / customers to understand requirements and raising quotations for equipment and associated installation
Working with 3rd parties and internal teams to ensure quotations can be fulfilled in a timely manner
Supporting the team with customer / supplier meetings where appropriate
Arranging cancellations of services with third party suppliers
Arranging installations and booking in required resource
Working with the team and suppliers to maintain correct and accurate charges for services

Auditing of specific services to WCC as part of wider project work
Keeping records up to date with installs / cancellations / new subscriptions.
To contribute to a knowledge base of solutions
Communicating clearly with customers at all times
Any other tasks as guided by the Team Manager Network and Comms

You will contribute and assist Team Leads with identifying and implementing system and process improvements on a routine basis.

You will work proactively as part of a team, supporting that team to work effectively and efficiently, and assisting colleagues as required.

You will be committed to your personal and career development and willing to undertake further training as necessary.

You will work flexibly to meet the needs of the business, supporting the workforce in line with modern and flexible working arrangements.

You will work within the framework of Warwickshire County Council's policies and procedures and uphold the principles of the Equality Act.

You will ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety policy and procedures.

You will undertake as necessary any other duties that may be required by Warwickshire County Council.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Administrator – Level 3
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Main Tasks

- To be responsible for the supervision and management of a team of administrative support staff providing a range of service related administrative services.
- To be responsible for developing and managing a range of efficient administrative processes and procedures in order to support the operation of the service area.
- To ensure staff communicate effectively within the team and provide a high level of service to external customers.
- To oversee the provision of an effective customer response service and take independent decisions on less routine enquires.
- To be responsible for the efficient operation all office services.
- To undertake research and information gathering activities and provide management information data as requested.
- To undertake a range of financial administrative tasks at team level in accordance with relevant

procedures.

- To ensure that the full range of complex data is accurately and securely maintained and retrieved within the team in a timely manner.
- To ensure that the use ICT is maximised within the team to enhance the efficiency and quality of support and service provision.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

To have a broad range of practical & procedural knowledge of office administration or to hold a relevant qualification at NVQ Level 3 or equivalent	A
To be able to independently interpret and analyse information and facts to solve varied problems	A/I
To be able to communicate, in person and/or in writing, a variety of information to a range of people	A/I
To be able to use a keyboard with some precision and speed	A
The ability to organise own workload and decide priorities.	A
The ability to use own initiative to respond independently to difficult problems and unexpected situations	A/I
The ability to work under pressure including meeting deadlines and dealing with interruptions	A/I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A/I
Experience of supervising and managing a small team including undertaking formal appraisal.	A
Experience of accounting for or being accountable for financial resources	A
Experience of handling and processing manual or computerised information	A

Desirable Criteria

Assessed By:

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	