**Role Profile**

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| **Reference Number** | MUL059 | |
| **Role Title** | Technical Administration Officer II | |
| **Directorate** | Multiple | |
| **Department** | Multiple | |
| **Reports to** |  | |
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| **Role Purpose** |
| To provide a comprehensive, efficient, and effective technical administrative support to individuals and teams to maximise service continuity and quality, assisting BCP Council in achieving its purpose and objectives.  The role will undertake more complex technical administrative activities. |

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| **Accountabilities** |
| * Act as a point of contact for complex and escalated enquiries from internal and external stakeholders including customers and member of the public, providing technical advice regarding processes and associated documentation in a professional and timely manner. * Review and interpret information, including assessment of a range of applications, against a variety of criteria identifying and addressing omissions or discrepancies that are a barrier to processing and issue formal documentation to third parties. * Collect, collate, analyse, and disseminate statistical data relevant to the service unit, to inform monitoring and decision-making. * Maintain manual and electronic systems, including formal records, for the services supported to ensure data accuracy, confidentiality, and security. * Recommend and implement opportunities for process improvement to enhance the support provided to BCP Council colleagues and stakeholders. |

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| **Knowledge / Skills / Experience required** |
| * A Level qualifications or equivalent experience. * Experience of providing administrative support services and working with a range of partnership organisations such as local authorities or higher education. * Knowledge of the area of the Council supported and any relevant specialised support knowledge related to that service area. * Knowledge of a range of BCP Council systems, processes, and procedures, which may be complex. * Knowledge of relevant complex criteria, requirements and standards against which documentation will be reviewed. * Knowledge of IT packages including Word, Excel, and PowerPoint. * Ability to communicate with a range of internal and external stakeholders to resolve and escalate complex issues in a professional manner. * Ability to plan and manage own workload, reprioritising tasks according to need and urgency. |

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| **Dimensions of role** |
| * The role may supervise the work of or provide guidance to junior support colleagues. * This role does not manage any direct budgets. * Planning takes place over days or weeks. |

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| **Notes** | |
| Date: | 01/02/2021 |
| Working Conditions: | Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:   * The role will need to maintain concentration in the face of repetition and monotony when entering/checking data or undertaking calculations. |
| Working Arrangements: | * No specified working arrangements outside of a normal working pattern. |
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