

JOB DESCRIPTION

Lead Administrator Futures Aberdeen

JOB PURPOSE

To lead, manage and deliver administrative support to the Service in line with Aberlour systems and procedures.

PRINCIPAL ACCOUNTABILITIES

- Organise and plan the flow of work within the Administrative team and provide additional administrative support to ensure the delivery of service plans
- Manage the day to day running of operational and administrative systems and processes ensuring consistency of application, including compliance by all staff to local and national requirements for the range of contracts, adapting format of and input to candidate databases including Skills Development Scotland Corporate Training System (CTS), Scottish Qualifications Authority Connect and Aberdeen City Council Tribal Training Database.
- Manage the office and facilities ensuring that health and safety standards are met and that minor works and improvements are carried out efficiently and economically, administering the budget as delegated by the budget holder
- Assist the manager in the delivery of comprehensive financial administration, liaising with the Regional Finance Officer (RFO) to ensure accurate recording and inputting of data and the application of agreed standards including systems with no liaison with RFO (SVQ Candidate funding from a range of funding sources (Aberdeenshire Council, Aberdeen City Council, and Skills Development Scotland).
- Provide regular management information, in an agreed format and ad hoc information and support as required
- Identify relevant trainers in agreed core disciplines, and negotiate costs within agreed budget parameters
- Assist the implementation of change and improvement to the information and administrative systems across the service teams and provide leadership and direction to the Training Administrator
- Provide personal administrative support to designated managers as required

Quantifiable responsibilities

- Line management of Training Administrator

Lead Administrator

SCOPE OF PLANNING AND ORGANISATION

The post holder reports to the Service Manager or Assistant Service Manager.

The work plan will be agreed by the line manager.

The post holder will:

- Develop, deliver and review administrative systems to meet operational/department requirements, within the boundaries of Aberlour systems, processes, policies and procedures and in accordance with requirements of external regulatory bodies.
- Devise and deliver a work plan that supports the operational management team to deliver the service plans and regional plans. S/he will develop and continually refresh her/his work plan to deliver the requirements of the post within the Aberlour planning cycle, ensuring flexibility to accommodate changing operational needs.
- Assist Training Administrator and service teams in the service area to determine and delivery the administrative support requirements of a range of work plans working to the requirements of each.
- Inform the development and improvement of administrative systems by working with the Service Manager and Training Administrator
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- Inform the service/department and Service plan by identifying the administrative priorities and issues and will contribute to the organisational administrative plan.

SCOPE OF JUDGEMENT AND DECISION MAKING

The post holder will

- Make daily judgements about priorities and the need to balance support to the team with effective administrative support across the service.
- Make day-to-day decisions about the management of the buildings, utilities and supplies and the delegation of work to the Training Administrator
- Exercise discretion when prioritising the urgency of items and recognising when issues are confidential and sensitive
- Make support and guidance decisions regarding administrative practice and priorities in their area with a focus on improving standards. The post holder has access to support and guidance from Aberlour Corporate Support team if required.

RELATIONSHIPS

Internal

As the first point of contact for the team the post holder interacts with a wide variety of individuals and agencies in the course of their work.

Lead Administrator

All staff are expected to attend team meetings and keep up to date with changes at service and organisational level. This includes accessing work email accounts, Aberlour intranet sites and supporting our marketing & fundraising initiatives and social media channels to help promote Aberlour

External

- Liaise with various external agencies, e.g. local authorities, other voluntary organisations, other external agencies.
- Liaise with trainers
- Liaise with suppliers and trades staff within a pre-agreed range, e.g. for conference venues, materials, repairs and maintenance
- A wide range of agencies as required to support diary and meeting management of the staff groups

QUALIFICATIONS

A relevant qualification at SCQF level 8 eg HNC/HND Business

Or

Equivalent knowledge acquired by other means.

EXPERIENCE

The post holder must have considerable experience of working in a busy environment at least some of which is providing support to middle managers and will have experience of managing staff and liaising with a range of individuals and external agencies.

KNOWLEDGE/SKILLS

- Advanced knowledge of office software, word-processing, spreadsheet and personal information management tools. Aberlour currently uses MS Word, Excel and Outlook for these tasks.

Skills

- Verbal and written communication
- Use and evaluate numerical and graphical data to measure progress and achieve goals/targets
- Financial administrative skills
- Process and obtain a variety of information and data using standard ICT applications
- As listed above proficient IT skills with a willingness to adopt and learn new technologies and systems – this includes communication, collaboration, recording and office applications. Training on specific systems will be provided.

Lead Administrator

Ability to

- Organise own work and work of others and prioritise often conflicting requirements. This will require effective time management and negotiating skills
- Convey complex information to a range of audiences and for a range of purposes
- Use a range of standard applications to process and obtain data
- Carry out routine lines of enquiry, development or investigation into professional level problems and issues
- Adapt routine practices within accepted standards

JOB CHALLENGES

- Maintaining a disciplined and structured approach to meet competing demands of the principal accountabilities of this post while being flexible and responsive to day to day operational demands