

Job title	Administrator		
Job family	Business Management & Administration	Band	A

Job purpose

The purpose of the role is to deliver transactional services and processing activity to a team/function within the BBC. This generally involves providing information, managing data and executing process delivery, whilst following clearly defined process, in line with pre-defined SLAs.

Key responsibilities and accountabilities

This is a business support role providing transactional and administrative services as part of a shared service entity or to a dedicated team/function with the BBC.

Main responsibilities and accountabilities are to:

- Following clearly defined processes and in line with defined SLAs provide an efficient administrative service to team/function.
- Work collaboratively with colleagues and respond to queries via all forms of communication, based on readily-available data and understanding of policy and process to deliver service to required standards.
- Ensure that administrative processes are undertaken in line with policy
- Provide accurate and timely transactional responses and communication, responding to queries and requests as appropriate
- Book travel and meeting rooms, process timesheets, taking meeting minutes, ordering supplies etc.
- Accurately maintain filing systems ensuring confidentiality and following auditing processes.
- Use business support systems, enter data and produce good quality MI reports to schedule.
- Open mail, scan/record as required, prepare correspondence and send using appropriate means to complete processes in an accurate and timely fashion.
- Responsible for coordinating team IT requests, user administration, systems access and record keeping. Working with the lead asset manager to ensure those who are joining, moving or leaving the department are equipped appropriately with the right IT.

Knowledge, skills, training and experience

Essential

- Relevant office experience demonstrating a range of administrative skills, including good telephone manner.
- Ability to use standard procedures and common sense to solve problems
- Able to handle, resolve and escalate enquiries passing on relevant information promptly
- Able to communicate effectively verbally and in writing.
- Ability to build and maintain effective working relationships in a working environment and operate successfully in a team.
- Good attention to detail, accurate and ability to ensure facts are correct, complete and consistent
- Proficient computer literate skills with the aptitude to learn how to use required software.

Desirable

- Media sector experience.
- Relevant business administration qualification.

Job impact

Decision making

- Typically directed by a combination of management, guidelines, processes and precedent.
- Generally work to short term deadlines. Arrange tasks within a daily routine.

Scope

There will be no line management or budget responsibility for this role.

Other information

For Reward team use only

Job Code

Definition:

Support

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.

Approval

Manager

Richard Nelson, Orchestral Manager

HR Business Partner

Elaine Tennant, HRBP

Date

04/04/19