

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.

Appendix

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description can be developed to cover such situations.

Division	BBC Children in Need
Reports to (title)	Senior Operations Officer
Location base	Salford

Organisation structure

BBC Children in Need is the BBC's UK Charity. The charity supports projects working with disadvantaged children and young people in the UK and has the following strategic aims:

- To be a great grant maker
- To be a great story-teller
- To be a great fundraiser
- To be a great organisation

THE AIMS OF THE ROLE

This role is to help the Operations Grant Making team ensure that the following areas of work run efficiently, effectively and in a timely manner:

- The large volumes of mail, email and telephone enquiries
- The systems for processing applications for grants and subsequent grantee paperwork
- The delivery of the Your Difference training sessions across the UK
- Other support around grant making processes

Additional job specific responsibilities and accountabilities

Customer Service

- Deal in a courteous and friendly manner with routine enquiries by telephone, letter and e-mail from:
 - Potential and actual grant applicants
 - Members of the public, other services, organisations and institutions
 - Internal, National and Regional colleagues
- Identify and refer up all appropriate non-routine enquiries.

Grant Making

- Keep up to date in relation to all aspects of the grant making processes and policies.
- Carry out checks on applications received, in accordance with the internal policies and procedures.

- Handle additional information received and attach it to applications.
- Process Grant Acceptance Forms in line with internal procedures.
- Assist in ensuring that grant-making materials are produced and distributed in accordance with the timetable.
- Help ensure that decisions recommended by the regional and national committees are recorded accurately and promptly.
- Prepare and distribute emails to applicants in accordance with the grant calendar.
- Prepare, update and distribute to staff procedural guidelines, timetables and any other communication that may be necessary.

Other Administration

- Assist in the organisation of the Your Difference training sessions held across the UK, including booking rooms, sending invitations, arranging catering and parking and a range of other tasks.
- Support the Operations Grant making team through coordinating meetings and other events run by the team.
- Attend and contribute to meetings as required, including occasional overnight stays and associated travel where necessary.

Other Duties

- Supporting the Operations Appeal team and the wider charity with fundraising activity related to the annual appeal.
- Any other duties, which are deemed appropriate to the role, which may be required to enable the charity to operate efficiently.

EXPERIENCE & KNOWLEDGE

- Experience of the voluntary and/or children and young people sector.
- Experience in an administrative or operational post.
- A thorough understanding of all aspects of good customer care, with good experience of dealing regularly with the public.
- Demonstrable evidence of excellent organisational and administrative skills.
- Strong ability to efficiently prioritise an often busy and diverse workload.
- Ability to contribute effectively and positively to the team and also to be able to work alone and to take the initiative when appropriate
- Sympathetic to the values of the BBC and BBC Children in Need

SKILLS

- Organised and methodical approach to work, able to work accurately and effectively on several
- tasks at the same time and arrange and prioritise a heavy workload
- Excellent interpersonal skills with the ability to communicate appropriately, in writing or verbally, with people at all levels
- Ability to maintain a positive attitude and calm manner when dealing with a high volume of work
- Computer literate with strong MS Office and database skills
- Can demonstrate a thorough awareness of the needs of internal and external customers and will
- develop and maintain systems to meet those needs, showing flexibility and using initiative as
- appropriate
- Excellent phone manner, including ability to cope with challenging conversations

COMPETENCIES

The following competencies (behaviours and characteristics) have been identified as key to success in the job. Successful candidates are expected to demonstrate these competencies.

Planning and organising - able to think ahead in order to establish an efficient and appropriate course of action for self and others. Prioritises and plans activities taking into account all the relevant issues and factors such as deadlines.

Communication - able to get one’s message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.

Managing relationships and team working - able to build and maintain effective working relationships with a range of people. Works co-operatively with others to be part of a team, as opposed to working separately or competitively.

Resilience - manages personal effectiveness by managing emotions in the face of pressure, setbacks or when dealing with provocative situations. Demonstrates an approach to work that is characterised by commitment, motivation and energy.

Problem solving - Able to simplify complex problems, processes or projects into component parts, explore and evaluate them systematically. Able to identify causal relationships, and construct frameworks, for decision making and problem-solving. Transforms proposals/ideas into practical reality.

Flexibility - adapts and works effectively with a variety of situations, individuals or groups. Able to understand and appreciate different and opposing perspectives on an issue, to adapt an approach as the requirements of a situation change, and to change or easily accept changes in one’s own organisation or job requirements.

Approval

JOB DESCRIPTION



Manager	
HR Business Partner	
Date	