BBC

Job title	Team Assistant		
Job family	Business Management & Administration	Proposed Band	B

Job purpose

The purpose of the role is to provide comprehensive administrative support to managers and team members within a nominated team(s). The role will be responsible for a broad range of administrative tasks e.g. the handling and direction of queries, maintenance of records, acting as the first point of contact for the team, co-ordination of projects and activities.

Key responsibilities and accountabilities

- Provide comprehensive administrative and operational support to team using discretion to identify and resolve first line issues, referring to supervisor/manager for assistance as necessary.
- Organise key team meetings including co-ordination and distribution of agendas, supporting documents, production and distribution of minutes, and follow-up on outstanding actions.
- Assess the range and volume of work to be undertaken for the day or days ahead and plan to ensure work is completed to time and to an appropriate standard.
- Make routine arrangements and bookings, according to clearly defined instructions, and provide diary management support to team to help ensure that they use their time effectively.
- Maintain, efficiently operate and improve a range of office processes and administrative systems (including filing) to ensure the smooth running of the team.
- Prepare documents, presentations and other materials to a clear brief, using established formats and standard software
- Prepare straightforward analysis, manipulation and interpretation of data.
- Use discretion to identify and resolve first line issues, referring to supervisor/manager for assistance as necessary.
- Follow set ordering procedures to ensure adequate low value supplies/resources are available to meet office/work unit requirements.
- Responsible for co-ordinating 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

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Knowledge, skills, training and experience

Essential

- Experience of providing administration support in at least one organisation.
- Organised with ability to prioritise own workload effectively, to co-ordinate activities and conflicting demands to ensure that tight deadlines are met.
- Effective communication skills, with the ability to work well with range of people at all levels.
- Ability to research, gather, analyse, collate and present information as required.
- Proficient computer literate skills, with strong experience of office software packages (i.e. Word, Excel and PowerPoint.).
- Ability to use own initiative with minimal supervision and deal with routine queries as they arise escalating others as necessary.
- Strong attention to detail.

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.

Role holder will perform a range of tasks as part of a specific service or service team, and providing or contributing to the provision of support services to an agreed quality standard or specification. There will be minimum day to day supervision, but clear guidance. The roles require an understanding of the allocated workload but also an ability to react to changing priorities. Initiative is needed to handle processes and casework and to resolve problems and queries based on experience and judgment. The roles require a good working knowledge of systems and processes, and may involve responsibility for a specific area of work from start to finish. This means there will be responsibility for completing tasks within the agreed schedule and for resolving any problems or queries, although the

more complex issues will be referred to others.

Scope

- Financial. Role/team dependent
- Employees. n/a

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	

Reports to (title)	
Location base	

Organisation structure	

Additional job specific responsibilities and accountabilities

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Approval

Manager	
HR Business Partner	
Date	