

## Business and Administration Officer Job Profile

|  |                                     |
|--|-------------------------------------|
| <b>Service:</b> Strategy & Governance          | <b>Grade Scale:</b> Grade 3 Level 2 |
| <b>Reports to:</b> Strategy & Projects Manager |                                     |

| <b>Purpose of Job</b>  |
|--|
| <p>The Business and Administration Officer is responsible for leading and managing the day-to-day operations of the Business and Administration team. This includes coordinating administrative activities to ensure the smooth running of the service and providing high-level, confidential, and efficient support to the Chief Executive, Heads of Service, and the Board.</p> <p>The postholder will also oversee processes associated with administration across the organisation. They will play a central role in reviewing and improving internal processes across South Lanarkshire Leisure and Culture (SLLC), contributing to more effective and streamlined ways of working.</p> |

| <b>Key tasks and responsibilities</b>   |
|---|
| <ul style="list-style-type: none"> <li>• Coordinate a range of clerical/administrative processes by leading the day-to-day operations of the Business and Administration team and create, implement and ensure compliance with procedures.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Ensure the smooth running of the service and providing high-level, confidential, and efficient support to the Chief Executive, Heads of Service, and the Board.</li> </ul>                                     |
| <ul style="list-style-type: none"> <li>• Deliver and monitor service plan projects and prepare reports, presentations, and documentation to support meetings and strategic planning.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Prepare, produce regular reports and information for management use.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Research, prioritise, and address incoming issues with discretion and urgency.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Identify, develop and implement new processes and procedures in respect of administration services and contribute actively to the ongoing review and improvement of internal processes across SLLC.</li> </ul> |
| <ul style="list-style-type: none"> <li>• Identify and implement improvements to the administration service, advising line management of proposed new service delivery.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Provide, through the Business and Administration team, support to other management staff as required.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Represent service on internal or external working groups</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Advise staff on department operating procedures and ensure timetables are adhered to, and contribute to training and development to improve performance</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Communicate and liaise professionally with key stakeholders and internal/external partners.</li> </ul>   |

| <b>Person Specification</b>                  |   |   |
|--|---|---|
| <b>CRITERIA</b>                              | <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  |
| <b>Education, Qualification and Training</b> |   | Relevant qualification in field e.g. HNC/HND in Business Administration.  |
| <b>Skills, knowledge, experience</b>         | <p>Proficient in Microsoft Office programmes including Word, PowerPoint, Excel, Outlook and Teams.</p> <p>Experience in supporting in-person or virtual meetings (diary management, room and hospitality bookings, electronic invites).</p> <p>Minute taking experience.</p> <p>Ability to prioritise competing workload.</p> <p>Able to deal with a wide range of external partners with different asks in potentially challenging circumstances.</p> <p>Excellent organisational skills.</p> <p>Able to work accurately and with attention to detail.</p> <p>Understanding political sensitivity.</p> | <p>Working knowledge of Adobe Acrobat.</p> <p>A broad understanding of the governance structure of SLLC (Board and Committees).</p> <p>Good knowledge across all SLLC services.</p> |
| <b>Personal Qualities</b>                    | <p>Flexible and adaptable.</p> <p>Excellent interpersonal and communication skills.</p> <p>Resilient and confident and able to work under pressure.</p> <p>Professional and able to maintain discretion and confidentiality.</p>  |   |

## Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK.
- Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable.

## Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

### Own It – what can you do

- Are motivated to deliver the best possible services.
- Aim to get things right first time and commit to continuous improvement.
- Demonstrate fairness, inclusivity, valuing diversity and equality.
- Ensure compliance with external/internal regulations and that you and others are responsible and accountable.
- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

### Be a great team – what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

### Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

### **Be Positive – what you can do**

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.
-