



## **JOB DESCRIPTION**

**POST:** Management Information and Team Administrator  
**HOURS:** 37  
**GRADE:** 1  
**SALARY** £13,409 - £16,025

**RESPONSIBLE TO:** 1 post based in Arnold - Regional Contracts and MI Manager  
1 post based in City – Adult IAG Delivery Manager

### **JOB PURPOSE**

- To support the manager in meeting all MI requirements for contracts by checking, inputting and updating data
- To provide a wide range of general administrative support to the team
- To act as the first point of contact for enquiries – including clients, staff, partners etc.

### **Duties and Responsibilities**

1. To check, process and correct client paperwork to ensure contract compliance and to maintain quality standards.
2. To input and update client data on Management Information Systems.
3. To use ICT and associated systems to gather, collate and present a range of information including statistical reports, graphs and charts at a regional and local level.
4. To support staff to ensure contractual requirements are met within agreed timescales in relation to the collation of management information.
5. To assist with training staff to use the MIS system and other IT programs as appropriate
6. To liaise with staff over relevant delivery procedures in accordance with MI requirements.
7. To assist managers in the monitoring of performance against contracts by maintaining accurate records of delivery and contracted targets.
8. To contact clients for the purposes of tracking and obtaining feedback.
9. To collate and analyse client feed back data and present information in a suitable report format on a regular basis as required.
10. To administer team finances including petty cash, obtaining money from the bank, preparing invoice requests and keeping appropriate records.
11. To assist with planning and organising meetings and events including minute taking
12. To deal with telephone enquiries, assisting with information requests and booking places on training etc.
13. To perform general administrative tasks as required eg word processing, filing, photocopying, post etc
14. To organise and maintain administrative systems for the team, including stationery, information circulation, notice boards etc
15. To update and maintain information for the website and Extranet/Intranet.
16. To complete staff returns and administer sickness absence procedures.

17. To suggest systems for dealing with new work and to review and evaluate existing systems and recommend improvements.
18. To remain up to date with programme initiatives and contract requirements and to disseminate information to staff where appropriate.
19. To promote GuideLine and the nextstep network including attendance at events and meetings.
20. To support the other administrator roles as required.
21. To support other sections of the Business Development Division as required

## **COMPANY POLICY**

1. To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
2. To develop and maintain own professional knowledge, skills and experience, including formal training, self development activities and networking with fellow professionals. To train other members of staff as required, and be regarded as a mentor and an expert in a specific area.
3. To ensure the exchange of relevant information between providers and specialists agencies takes place, ensuring the client is aware of this and that data protection requirements are complied with.
4. To undertake any necessary administrative duties in line with caseload management.
5. To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
6. To undertake any other duties which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.
7. To perform the above duties and responsibilities in accordance with the job competencies list attached.

## Job Description Competency List

### Management Information and Team Administrator

Each competency level is allocated a salary point. New staff will be appointed on the level appropriate to their skills, experience and qualifications. Annual staff appraisal is the procedure used for moving upwards within the grade.

LEVEL	TYPICAL EVIDENCE MIGHT INCLUDE
<p><b>Level 1</b></p> <p>Building a strong skill base for day to day work. Working under supervision</p>	<p>Proficient in the use of ICT, including databases, spreadsheets, word processing, internet and email.            Experience of administrative systems – computer and manual.            Ability to manage own workload to meet deadlines.            Ability to communicate effectively with outside organisations.            Able to assist with other administrative tasks.</p>
<p><b>Level 2</b></p> <p>Extension of skills in terms of range and competence. Able to identify and implement changes. Limited supervision.</p>	<p>Initiates and introduces changes to systems.            Knowledge of the services and contractual requirements.            Ability to quality check client data submissions.            Proficient in the use of ICT including the MIS.            Ability to communicate at all levels.            Skilled at monitoring and assessing own performance.            Competent administrator</p>
<p><b>Level 3</b></p> <p>Broadening the range of skills and taking extra responsibility. Able to identify, recommend and implement improvements. Working effectively without supervision.</p>	<p>Ability to collate and present information and statistical reports using ICT            Skilled at researching and producing information to support the team and the network.            Skilled in training others on MIS.            Ability to review and evaluate systems and recommend improvements.            Assist with the development of ICT and MIS systems            Able to work with range of ICT programmes – databases, spreadsheets etc</p>
<p><b>Level 4</b></p> <p>Fully competent and totally reliable</p>	<p>Skilled in responding to complex information requests.            Demonstrates creative thinking putting into practice new approaches that improve performance.            Ability to check contract compliance and initiate remedial action.            Builds and maintains productive relationships external to the company.            Achieved NVQ3 in Business Administration or other agreed quality standard</p>

## PERSON SPECIFICATION

POST: MI and Admin assistant

[E] = Essential, [D] = Desirable

<b>Method of Assessment</b>	<b>A</b>	<b>Iv</b>	<b>R</b>	<b>C</b>
<b>Education/ Ability/ Skills</b>				
Educated to minimum NVQ II or equivalent standard (e.g. 4/5GCSE's@A-C level or intermediate GNVQ) [E]	*			*
Proficient computer skills (word processing, databases, PowerPoint, excel, email and internet) (E)	*	*	*	Test
<b>Work Requirement</b>				
Able to demonstrate substantial experience of working in administration	*		*	
Excellent interpersonal skills (particularly effective communication)flexibility, adaptability and initiative) [E]		*		
Able to give attention to detail and work accurately [E]	*			Test
Excellent organisational skills [E]		*	*	
Ability to work under pressure to frequent deadlines, be highly self motivated and enthusiastic [E]		*		
Ability to monitor and assess own performance [D]	*			
Experience of minute taking at meetings and events [D]	*			
Experience of organising and using information resources including websites[D]	*	*		
Participate in the delivery of training (D)		*		
<b>Team Requirements</b>				
Ability to contribute to the success of the team(E)	*	*	*	
Flexible and willing to work unsocial hours (when necessary) [E]	*			
Able and willing to travel to and work from locations outside normal base (Suitable adjustments available for recruits with disabilities if required) (E)	*			
<b>Company Requirements</b>				
<b>An understanding of and commitment to equal opportunities [E]</b>	*	*		
An understanding of the needs of the customer (internal and external) [D]		*		
Reliable and capable of fulfilling the employment contract [E]	*		*	

## **GUIDELINE CAREER SERVICES**

### **Guidance notes for completing the application for employment**

These notes are intended to assist you in completing your application for employment. Please read them before you start and follow the guidance carefully.

The job description and person specification included in the recruitment pack are vital to the recruitment and selection process. The job description sets out all the main facets of the job and the person specification is essentially a description of a job in terms of the human characteristics necessary for its successful performance. To help you complete your application the method of assessment for each criteria point has been indicated on the person specification, where assessment is at more than one stage this is indicated.

#### **Assessment Key**

A = Application Form

Iv = Interview

R = Reference

C = Certificates

T = Test

Decisions about short listing and selection will be made according to whether applicants demonstrate in their applications that they possess the essential criteria necessary to perform the job role. To be short listed you will need to provide evidence that you possess each of the requirements, which will be measured at application stage (this is marked with an A in method of assessment). When responding use the selection criteria as headings to ensure that you provide evidence covering each of the points listed as method of assessment A.

Please do not simply state that you meet the criteria listed. Unless you provide evidence that you possess all the requirements, supported by relevant examples you will not be included on the shortlist.

It is important to keep to the point when responding to the criteria listed, do not go into unnecessary detail. Include relevant information from both current and past employment and skills and experience gained outside of the work environment, for example leisure, home life and voluntary work if these are appropriate.

Applications should be completed legibly in black ink or word processed. **When completing the supplementary information (part 6 of the application form), please use a maximum of 2 sides of A4 paper**, any continuation sheets should be headed with your name and post being applied for. Please DO NOT attach curriculum vitae, testimonials or any other documents with your application. Applications in the form of curriculum vitae will not be considered.

## **GUIDELINE CAREER SERVICES - VACANCY INFORMATION**

### **CONDITIONS OF APPLICATION**

Canvassing directly or indirectly will disqualify, and the candidate when making application is required to disclose in writing whether to his/her knowledge he/she is related to any Senior Manager of GuideLine Career Services. Deliberate omission to make such disclosures will disqualify the candidate and if the omission is discovered after appointment, he/she will be liable to dismissal.

### **SELECTION ARRANGEMENTS**

The Company adopts set procedures when selecting staff. We treat all applications on their merit and we only consider information included in the application.

**We ask candidates to give a full but concise explanation of why they think they are suited to this post by completing the supplementary information (part 6 of the application form).**

The key dates for this post are as follows:

**Closing date: 12 noon, 8 July 2009**

**Interview date: 24 July 2009**

**PLEASE NOTE: In the interests of economy, any application you submit will not be acknowledged. If you hear nothing, therefore, within one month, you should assume that the post will have been filled.**

**The selection panels will consist of a panel of three interviewers, and selection will be by **application form, interview, test, and reference.****

Candidates will be told the result of their interview within 2 working days of the last interview date. Feedback will be available only for shortlisted candidates.

Application on the official form (typed if you wish), should reach the undersigned by the closing date.

**Priti Sharma  
GuideLine Career Services  
Heathcote Buildings  
Heathcoat Street  
Nottingham  
NG1 3AA**

**ANY APPLICATION FORM RECEIVED AFTER THE CLOSING DATE WILL NOT  
BE INCLUDED IN THE SHORT LISTING PROCESS**