

Role: Business Administrator
Grade: 3
Reports to: HR Advisor, Finance & Business Manager or Clinic Liaison & Planning Manager

Role summary:

Business Administrators provides administrative support to the PDSE Central Team, Senior Management Team and Directors.

Key accountabilities:

- All administration tasks including typing documents, preparing reports, producing a range of documents in an accurate and timely manner
- Formulating and using a variety of systems to accurately collate, input and maintain data for further analysis
- Organise meetings, working closely with the Chair of the meeting to prepare agendas and relevant documentation, taking minutes for meetings and distributing minutes and relevant documentation
- Oversee diaries and schedules of work
- Ensure compliance is adhered to in line with local and national policies and procedures
- Make task-related decisions within designated activities in line with service needs
- Prioritise tasks and activities to meet the changing needs of the service
- Collaborates with team members to achieve joint projects and objectives
- Communicate clearly and liaise with managers, employees and external contacts

Measures of success:

- Successful outcomes to all the key accountabilities plus other tasks delegated to the post holder
- Successful delivery of key priorities and objectives agreed with manager and as part of the performance development review
- Positive feedback from staff, managers and external contacts
- Manage competing demands to ensure deadlines are met

Knowledge, education and training:

- Good level of education, especially numeracy and literacy
- Good knowledge of Microsoft Office systems, especially Word, Outlook and Excel

Experience:

- Previous experience in an administration role is desirable, particularly in a similar setting is desirable, e.g. clinical knowledge, HR, finance etc.

Skills:

- Ability to work independently in a team environment is desirable
- Attention to detail, ensuring a high degree of accuracy
- Planning skills
- Ability to use initiative and being proactive to manage workload and meet deadlines without direct supervision
- Understanding of how internal processes can impact on organisational performance
- Excellent interpersonal and communication skills both verbally and written

Behaviours:

- Demonstrates self-leadership and motivation
- Demonstrates a positive attitude showing enthusiasm and commitment at all times
- Demonstrates commitment and support to PDSE as an organisation and to colleagues, Managers and Directors
- Uses initiative to start and complete tasks without direct supervision
- Takes ownership of tasks
- Uses own expertise to support own work and to support others to develop
- Supports others to achieve goals
- Forms good working relationships with colleagues to achieve successful outcomes
- Ability to manage multiple tasks and competing demands

Other:

This job description provides a general reflection of the key accountabilities associated with the post, it is expected that the role holder will undertake any other reasonable activities to assist in efficient service delivery.

This job description is not exhaustive and may change as the post develops, but such change will not take place without consultation between the post holder and his/her manager. Job descriptions should be reviewed at least annually at the appraisal meeting.

Normal working hours are 0845 to 1700 Monday to Friday, however on occasions to meet business need you will be required to work revised hours, typically between 0800 and 1800.

The Working Time Regulations apply to all employees of Peninsula Dental Social Enterprise (CIC) In particular Peninsula Dental Social Enterprise (CIC) will not permit staff in all employments to work in excess of 48 hours in any one week except where there are exceptional service needs where an absolute limit of averaging over a reference period of 17 weeks would apply.

An enhanced DBS Check will be carried out.