|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | **Post Details** | | | | | | | |
|  | Job Title: | Administration Support | Function: | Finance | | | | |
|  | Location: | 4ML | Unique Post Number: |  | | | | |
|  | Reports To: | IT Service Manager | Grade: | ASG | | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | Provide effective administrative support and assistance to the IT department. | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16  C17 | Undertake the procurement process for the department, including quote requests, raising purchase orders, receipting deliveries, and maintaining stock levels for the IT team.  Ensuring purchase requests are valid with the appropriate justification  Confirm deliveries are correct on day of delivery. Handle any returns and disputes. Ensuring raised Purchase Orders match deliveries and are receipted.  Arrange outbound deliveries for remote sites or for items needing to be returned to suppliers for repair.  Manage and monitor the IT kit return process for leavers and movers.  Assist with reporting and liaising with the HR department in dealing with misuse or misconduct of IT devices or services.  Undertake processes and data entry in the tracking and management of hardware and software licencing.  Regularly review and maintain the device and licensing profile for existing and new roles within the organisation.  Assist with the creating, maintaining and publishing the team rosters  Manage appointments for assistance and device collection.  Arranging meetings for the IT management team  Attend meetings as required to capture actions and take notes within the IT meetings. Follow up actions for updates and tracking their completion.  Assist with the leavers process. Manipulate information within spreadsheets to allow the automated scripts to run effectively on a regular basis  Generate and collate reports for IT management and the team on a regular basis.  Undertake aspects of information review, data review and formatting required to enable uploading into IT systems to keep them up to date.  Work with the IT teams to create training schedules and book training courses and exams for team members.  Undertake any other activity that is commensurate with the role, as requested by IT management. | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | Yes |  | No | ✓ |
| D2 | This is a KEY SAFETY POST | | | | Yes |  | No | ✓ |
| D3 | This post requires SECURITY CLEARANCE | | | | Yes |  | No | ✓ |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | Yes |  | No | ✓ |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | Yes |  | No | ✓ |
|  |  | | | | | | | |
| D6 | The post holder has the following specific safety responsibilities: | | | | | | | |
|  | None | | | | | | | |
| E | **Decision making Authority** | | | | | | | |
| E1 | None | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1  F2  F3 | Ensure line managers return IT kit from leavers.  Liaising across the various departments to ascertain requirements for each role.  Management of Departmental diaries and meetings. | | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| G | **Person Specification** | | | | |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us. For these reasons we look for evidence of Southeastern values in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are We care passionately about people  * + we put ourselves in our passengers’ shoes to do what’s right for them   + we support our colleagues to be, feel and do their best   + we love the places we serve and do our bit for our communities and environment  We aim to be the best  * + we move with pace, we’re agile and learn from everything   + we relentlessly strive to be the best   + we are professionals with personalities  We make the difference together  * + we are answerable to each other and our passengers   + we trust each other and do what we say we will   + we are stronger together than we are as individuals   The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) : | | | | |
| G1 | Experience, Knowledge & Qualifications Good working knowledge of IT systems to include Word and Excel experience.  Good standard of education with excellent written and verbal skills.  Experience in dealing with people and providing assistance.  Able to work under pressure and to deadlines whilst providing accuracy at all times. | | | | |
| G2 | Skills (including any specific safety critical competencies) Honesty and Integrity – Is transparent and honest and takes full responsibility for actions. Demonstrates confidence and courage and deals effectively with difficult situations.  Administration & Organisation – Undertakes relevant administration duties effectively, plans and coordinates own work load demonstrating good organisation. | | | | |
| G3 | **Other** | | | | |
| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | |  | | |
| H2 | Financial – Other: | |  | | |
| H3 | Staff Responsibilities – Direct: | |  | | |
| H4 | Staff Responsibilities – Other: | |  | | |
| H5 | Any Other Statistical Data: | |  | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **J** | **Job Description Briefing** | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements** | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |