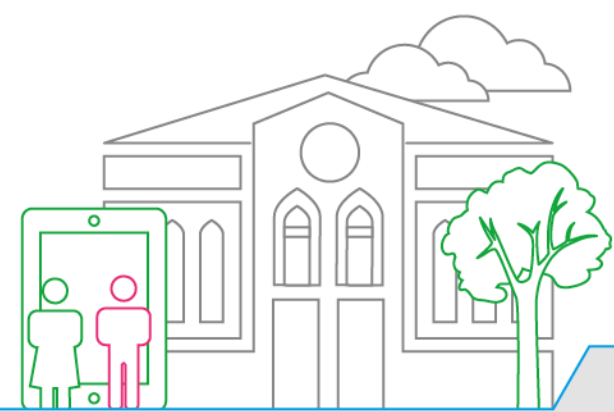




# Role Profile



Role Title **Operational Support Administrator**

Job family group

Insert text here

Job family/ies

Insert text here

Grade

AO

Status

For internal use

Role Purpose  
(250 words max)

The Operational Support Administrator will work as part of a flexible team of pooled resource within the National Support Unit (NSU) to provide consistent, high quality, effective administrative and technical support to the wider functions in the NSU. This will include central support, business continuity and resilience, operational performance, incident response, information requests, and safety and security. The NSU is a dedicated national operational team that delivers centralised functions supporting Operations, in conjunction with Regional Support Units (RSUs) that support operations locally. The role holder will support the NSU and wider operation by carrying out a variety of general administrative duties to support NSU managers and Regional Delivery Directors (RDDs) and their teams in the effective delivery of our service to users, including providing clear information support and guidance, monitoring work progress and dealing with day-to-day issues as they arise. The NSU operates virtually, and Operational Support Administrators may be based in any location and managed remotely.

### Key Accountabilities (600 words max)

The Operational Support Administrator will work as part of a team and be responsible for tasks which will include some of the following:

- Support NSU managers in delivering secretariat service for various boards, meetings and teams; following up action points, checking that deadlines are being met and helping create meeting agendas. The role holder may also organise and attend meetings, taking notes and preparing documents.
- Aid the development of administrative and operational processes and systems, including data management and filing for any of the NSU functional areas.
- Maintain and update corporate memory databases and records, providing or seeking information on operational issues to allow decisions and actions to be taken at a higher level.
- Provide ad hoc administrative support to projects, initiatives and specialist functions in the NSU, including collation and analysis of information, producing spreadsheets, datasets and reports as requested. This may include supporting national response and recovery activity that is coordinated by NSU.
- Assist with monitoring that business continuity plans have been completed and uploaded and the extraction of management information from the national business continuity database.
- Support the Operational Performance function by presenting data and management information to help support service improvements
- Provide administrative support to the Safety and Security Senior Manager and the wider, nationally based, Regional Safety Security Officer (RSSO) team, assisting with monitoring progress and reporting concerns to the team. The role holder will also support the tracking of national safety and security audit outcomes
- Provide central administration for Health and Safety (H &S) training and secretarial support for Safety and Security meetings across the country
- Assist the Incident Response function by logging, tracking and monitoring the status of incidents affecting Operations
- Provide administrative support to the Information Requests Manager and their team, tracking progress toward the completion and sign-off of responses
- Maintain records of responses to the Freedom of Information Act (FOIA) and Subject Access Requests (SAR) and update the MoJ Case Management System and help with collating, redacting and copying information
- Work with other teams, RSUs and wider operations to ensure accurate and up-to-date information is obtained.
- The role holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post.

### Knowledge, Skills and Experience (500 words max)

- Interpersonal skills to deal with queries and engage with stakeholders to provide information, advice and guidance on areas covered by the NSU
- Project administration and support skills to help support the delivery of ad hoc national projects
- Analytical skills to analyse and interpret operational data and provide useful insight to help drive operational delivery across operations
- Good communication skills, including written communication to be able to draft responses to FOIA requests and other communications
- Good understanding of Operations and regions to be able to provide operational context to delivery of plans etc
- Proficient use of Microsoft Windows Office 365 tools (Excel, Microsoft Teams, Word, PowerPoint)

### Problem Solving and Decision Making (300 words max)

- In supporting the work of the NSU the role holder will collect, organise and analyse information, support fact-finding exercises with internal stakeholders to ensure the right information is available. They will be expected to make decisions on most routine matters using established procedures and guidance and be able to identify issues which might require resolution at a higher level and prepare information and reports to support decision making at that level.
- The role holder will review, identify and report on operational issues, risks and opportunities, and be expected to analyse data to provide team leaders with relevant and correct information, and identify any trends or issues which require resolution at a higher level.

- The role holder will be expected to prioritise their own personal workload and adjust their priorities to be able to deal with more urgent requests or requirements, as necessary.

#### Management of Resources (250 words max)

- The role holder has no line management or budgetary management responsibility, but will be responsible for managing their own time and resources to effectively deliver against their objectives
- The role will also have a responsibility for the regular maintenance and upkeep of the NSU's records and databases, ensuring the correct information is available.
- As the Operational Support Administrator will be working as a flexible, pooled resource, there will be a regular requirement to support team members in resolving issues, providing advice and guidance and sharing knowledge and information. To keep skills maintained with regular rotation of duties, they may also train colleagues new to the different areas of the NSU.

#### Autonomy (250 words max)

- The Operational Support Administrator will report to the Operational Support Officer and will receive guidance and support from them where needed, but there is an expectation that this role will be able to process the work of the NSU independently, following the rules, protocols and procedures that govern each function.
- The role holder will be able to make decisions on regular day to day issues but will have the support and help of more senior managers when faced with problems or issues which go beyond their experience, or which are more contentious, difficult or unusual.

#### Key Relationships and Contacts (300 words max)

- The role will support the managers of the NSU by providing analytical support and analysis and may be responsible for commissioning information from RSUs or the wider business where this is not readily available. This will require the role holder to communicate with senior managers and other staff in the wider operation, or to engage with stakeholders to obtain the information needed.
- The NSU will receive regular and frequent requests for information, both internally and externally, and the role holder will deal directly with requesters, seeking clarification on details of requests and ensuring their requests are dealt with appropriately and swiftly.
- The role will maintain relationships with colleagues internally to support effective team and individual performance – working as a pooled resource to support the NSU and the Operational Support Administrators will liaise amongst themselves to ensure full support is provided