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**Business Administrator**

**Reports to: Business Support Supervisor**

**Responsible for - Directly: 0**

**Working environment: Hybrid**

**Working hours: 37**

**Fixed Term to 30/06/2026**

**Purpose of role**

To provide comprehensive administrative support to the organisation, ensuring the effective delivery of services and projects. The Business Administrator will act as a key point of contact for internal and external stakeholders, support the smooth operation of business processes, and contribute to the overall efficiency and professionalism of the administrative function.

**Key result areas:**

* Provide administrative support within the administrative function and assist in the effective delivery of services, including completing administrative projects as instructed.
* Answer, process, and resolve all telephone calls and email enquiries in an efficient, professional, clear, and concise manner.
* Document all information according to standard operating procedures.
* Enter details of all calls onto the repairs system and update records accordingly.
* Raise invoice requests, justify charges, resolve disputes, and collate data for internal re-charging.
* Support the effective contribution of Admin and Customer Services to the Partnership’s political interface and engagement, ensuring a high level of responsiveness to elected members, council officers, and elected town councillors.
* Contribute to the implementation of efficient processes and systems of work to ensure an effective level of support to the business.
* Provide cover for the scheduling function and the compliance enforcement teams.
* Complete administrative tasks as requested by members of the team.
* Manage fleet administration, ensuring MOT/Service and van stock are all up to date on the system.

**Main responsibilities**

1. **Administrative Support:**  
   Deliver high-quality administrative assistance across the business, ensuring all assigned projects and tasks are completed accurately and within agreed timescales.
2. **Customer Service:**  
   Handle telephone and email enquiries promptly and professionally, providing clear information and resolving queries to a high standard.
3. **Record Keeping:**  
   Maintain accurate records by documenting all relevant information in line with standard operating procedures and updating systems as required.
4. **Repairs and Invoicing:**  
   Log and track all repair calls, update records, and process invoice requests, including justification of charges and resolution of disputes.
5. **Stakeholder Engagement:**  
   Support effective communication and engagement with elected members, council officers, and councillors, ensuring timely and responsive service.
6. **Process Improvement:**  
   Contribute ideas and feedback to improve administrative processes and systems, enhancing efficiency and service delivery.
7. **Team Support:**  
   Provide flexible support to cover scheduling and compliance enforcement teams as required, and assist colleagues with administrative tasks.
8. **Fleet Management:**  
   Oversee fleet administration, ensuring all vehicles are compliant with MOT, servicing, and stock requirements.
9. **Other Duties:**  
   Undertake any other administrative duties as required by the team or management.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* Experience in providing administrative support in a busy office environment.
* Proven ability to handle telephone and email enquiries professionally.
* Experience in maintaining accurate records and data entry.
* Familiarity with invoice processing and dispute resolution.
* Experience working with multiple stakeholders, including senior officers and elected representatives.

**Desirable**

* Experience in local government or public sector administration.
* Knowledge of fleet management processes.
* Experience supporting scheduling or compliance teams.

1. **Qualifications & Skills**

**Essential**

* Good standard of education (e.g., GCSEs or equivalent).
* Excellent written and verbal communication skills.
* Strong organisational and time management skills.
* Proficient in Microsoft Office and business administration systems.
* Ability to work independently and as part of a team.

1. **Personal Qualities and Attributes**

* Proactive and adaptable approach to work.
* High attention to detail and accuracy.
* Strong customer service orientation.
* Ability to manage competing priorities.
* Discreet and able to handle confidential information.

The following criteria will be tested at interview stage and does not need to be evidenced in an application form, CV or covering letter

1. **Agreed Behaviours Framework** 
   * Putting Great Yarmouth first
   * Effective and open communication
   * Respecting others
   * Working together
   * Embracing change
   * Taking personal responsibility
2. **Our Cornerstones of Management and Leadership** 
   * Trust and Respect
   * Communicate and Connect
   * Lead and Inspire
   * Ownership and Accountability
3. **Additional requirements** 
   * Self-awareness
   * Openness and honesty and integrity
   * Personal resilience
   * Fairness and consistency
   * Developed political awareness
   * Ability to challenge self and colleagues constructively and sensitively
   * Flexibility and enthusiasm to adapt and develop new ideas and initiatives