

Duties:
Roles at this level require an in-depth knowledge of administrative or specialist methods and procedures, gained through experience and formal qualification. The knowledge is applied to provide a range of administrative support activities. Work may still have routine elements at times, but more advanced support will be provided to the service. Roles at this level will be managing a team.

Sector Specific framework: *Please provide link to national/sector specific framework if this applies*

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
Qualifications <ul style="list-style-type: none"> GCSEs in English and Maths (grades 4-9) or equivalent. Level 3 in Business Administration or equivalent. Willingness to work towards Level 3 Management qualification 	Qualifications <ul style="list-style-type: none"> Working towards Level 3 Management qualification or equivalent 	Qualifications <ul style="list-style-type: none"> Level 3 Management qualification or equivalent. Evidence of ongoing continuous professional development.
Evidence requirements: <ul style="list-style-type: none"> GCSE certificates to include Maths and English to be provided through onboarding process. Certification of Level 3 in Business Administration / customer service, or equivalent. Commitment provided to line manager. 	Evidence requirements to progress to level B: <ul style="list-style-type: none"> Working towards Level 3 in leadership and management, or equivalent / 50% completed. 	Evidence requirements to progress to level C: <ul style="list-style-type: none"> Level 3 in Leadership and Management certificate. Evidence of continuous professional development increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
Knowledge <ul style="list-style-type: none"> Detailed knowledge and understanding of GDPR legislation and FOIs. Detailed understanding of policies and procedures in own area of work. A good understanding of the Council's Record Retention Policy. Detailed knowledge of the service area in which you are supporting. A good understanding of equality, diversity and inclusion. 	Knowledge <ul style="list-style-type: none"> A good understanding of the Council's induction process for new staff. Knowledge of the Council's financial procedures. Detailed knowledge of council systems to provide accurate management information. 	Knowledge <ul style="list-style-type: none"> Expert working knowledge of the broader activities of the service. Knowledge of different learning styles.
Evidence requirements (knowledge): <ul style="list-style-type: none"> Provide an example of how you have applied your detailed knowledge of GDPR and Freedom of Information legislation in your work to ensure compliance or improve data handling processes. Provide an example of how your detailed understanding of the policies and procedures has helped you ensure compliance, improve efficiency and 	Evidence requirements (knowledge): <ul style="list-style-type: none"> Provide examples of how supported the onboarding experience for new staff. Provide examples of how you have applied your knowledge of the Council's financial procedures to provide advice and guidance to 	Evidence requirements (knowledge): <ul style="list-style-type: none"> Provide 3 examples where your expert working knowledge of the broader activities of the service has enabled you to contribute beyond your immediate responsibilities to support and improve service outcomes. Provide 3 examples that demonstrate your knowledge and application of different learning styles to support individual development.

<ul style="list-style-type: none"> support colleagues. Provide an example of how your understanding of the Council's Record Retention Policy has informed your approach o managing, storing or disposing of records in line with legal and organisation requirements. Describe your knowledge of the service area and how this will enable you to deliver effective solutions or improve outcomes. 	<ul style="list-style-type: none"> colleagues. Evidence systems knowledge required to undertake your role and how you have used them to produce management information. 	
<p><u>Experience</u></p> <ul style="list-style-type: none"> Significant experience of providing a comprehensive administrative and/or customer support service. Experience of coaching/supporting others in their role. Experience of providing general information, advice and guidance on internal procedures relating to finance. Experience of analysing and considering alternative solutions, adapting to new ways of working where necessary. Experience of undertaking complex minute taking and taking a proactive approach to tracking actions. Experience of dealing with highly confidential and sensitive data. Provide an example of how you promote positive approaches to equality, diversity and inclusion. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> Experience in leading a team and promoting quality and continuous improvement. Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way. Experience of managing/resolving complex situations. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> Experience of responding to Freedom of Information requests. Experience of contributing to proposals for achieving savings and/or increasing income
<p><u>Evidence requirements (experience):</u> <i>A minimum of 3 years' experience in a similar role.</i></p> <ul style="list-style-type: none"> Provide examples of providing a comprehensive administrative and/or customer support service. Provide examples where you have 	<p><u>Evidence requirements (experience):</u> <i>Minimum of 18 months at 4A with satisfactory performance. Evidenced by personal records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> Provide examples where you 	<p><u>Evidence requirements (experience):</u> <i>Minimum of 18 months experience at level 4B for career progression applications evidenced by HR records and/or performance appraisal documents.</i></p> <ul style="list-style-type: none"> Provide response examples where you have coordinated FOI requests, liaised with relevant parties and ensured responses are submitted within the statutory timescale.

<p>provided one to one support to help colleagues build confidence and competence in their roles.</p> <ul style="list-style-type: none"> • Provide examples where you have provided advise to staff on submitting expenses, raising purchase orders or processing invoices. • Provide an example where you had to analyse different options to solve a problem and successfully adapt to a new way of working. • Provide examples of minutes you have undertaken that demonstrate your ability to summarise and track key actions. • Provide details of the data you are handling and how you ensure the information is handled and stored appropriately. 	<p>have demonstrated leadership while encouraging high standards and ongoing development within your team.</p> <ul style="list-style-type: none"> • Provide a range of examples where you have worked with colleagues to deliver a shared goal, built strong working relations and established trust with partners through regular communication and follow up. • Provide examples where you have successfully managed a complex situation (one that is not common within day to day tasks and requires a response). Explain the steps you took to reach a positive outcome and achieved a positive outcome. 	<ul style="list-style-type: none"> • Provide examples of ideas you have shared to help achieve savings/increase income for the service, to include evaluation and feedback.
<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use Microsoft Word, Excel, Teams and Outlook. • Ability to model high levels of professionalism and promote a culture of professional standards. • Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working. • Ability to provide meaningful feedback to staff to enhance performance and influence outcomes. • Ability to recognise and reward excellence. • Excellent organisational skills. • Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Skilled in the use of specialist IT packages relevant to the service area in which you are working. • Ability to interpret data and prepare reports as required, demonstrating precision and speed. • Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. • Ability to confidently challenge and effectively manage conflicting priorities in the workplace. • Ability to plan with some consideration for the medium term. 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to recognise own and others' learning style. • Ability to undertake work that requires a range of imaginative solutions and responses and/or involves application of fresh and innovatory thinking. • Ability to use analytical skills to interpret complex information and situations.

<p>supervisor/line manager for unusual or difficult problems.</p> <ul style="list-style-type: none"> • Ability to demonstrate commitment to equality, diversity and inclusion. • Ability and willingness to travel to meet requirements of the role. • Ability to always maintain confidentiality. 		
<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Provide an example where you have upheld organisational values and encouraged others to do the same. • Provide an example where you have independently identified an issue, thought through possible solutions and acted. • Provide an example where you have provided constructive feedback to staff to improve performance or address behavioural issues. • Provide an example where you recognised a team member who exceeded expectations. What steps did you take to ensure they felt appreciated and motivated to continue performing at a high level. • Provide an example where you have used your organisational skills to manage competing priorities and meet deadlines. • Ability to provide clear and accurate information both orally and in writing. • Provide a range of examples that highlights your ability to follow organisational policies and procedures whilst also using initiative to deal with situations. • Demonstrate that you understand the principles of equality, diversity and 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Provide examples of different IT packages that highlight your technical competence and ability to adapt to digital systems. • Provide examples where you have interpreted data and produced insightful reports that support operational decision making. • Provide examples where you have translated complex information into accessible formats e.g. through written reports, presentations or verbal briefings, to ensure key messages are easily understood. • Provide examples where you have confidently challenged a decision and examples when you have managed conflicting priorities in the workplace. In all cases, describe the situation, the actions you took and the outcome. • Provide examples where you have planned in your role, considering medium-term needs such as staffing, service delivery or resource management. 	<p>Evidence requirements (skills):</p> <ul style="list-style-type: none"> • Through documented 1:1, evidence where you have discussed how different aids have helped with your own learning and how you have used this learning to help others. • Provide a range of examples where you have significantly improved efficiency through innovation. • Provide examples where you have analysed complex information, such as data or unusual tasks, relevant to your role and at least one complex situation.

<p>inclusion and how they are applied in the workplace together with an example of how you have applied this in your current role.</p> <ul style="list-style-type: none">• Acknowledgement of requirement to travel to meetings off site on occasions.• Provide examples where you have respected confidentiality within your role.		
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