Job Title: Administration Manager (Operations)

Salary and Pay Band:

Hours: 35

Job Holder: Naudette Harvey

Team (Directorate/Nation): Operations

Location: MSNC

Manager: Barbara Williams, Director of Operations

Direct Reports:
- Executive Assistant to the Director of Operations
- Senior Administrative Officer
- Administrative Officer/PA- Service Change & Development
- Administrative Officer/PA- Care Services
- Administrative Officer/PA- Operational Delivery

Part 1: JOB PROFILE

1 MAIN PURPOSE OF JOB:
To manage the provision of high quality and sustainable administrative support and personal assistance to Operations managers and local staff to enable the smooth running of the Operations Directorate and delivery of strategic objectives.

2 POSITION IN ORGANISATION:
1) This postholder is expected work proactively with the Departmental Management Team, ensuring work is joined up and designed with an understanding of wider functions and priorities. To do this the postholder will work closely with the Director of Operations and the Heads of Service in Operations. In addition:

- National Programme Managers and Strategic Leads; Area Managers; Area teams
- Staff throughout the MS National Centre including the Chief Executive’s office, national offices, Research, Policy and Campaigns; Fundraising & Marketing, Information & Education, Finance, ICT and HR
- People affected by MS including local volunteers in Branches and regions and Council members
- In supporting Operations work programmes, contact with relevant staff and contacts in other voluntary and community organisations involved with people with long term conditions and / or disabilities
- Relevant officers of government departments, strategic health authorities, local authorities and commissioning bodies in support of projects and programmes of work within Operations
3 SCOPE OF JOB:
- Managing staff
- Planning and co-ordinating activity
- Co-ordinating information & communication
- Financial processes

4 DECISION MAKING AUTHORITY:
Able to plan and prioritise workload of the Operations Administrative team to meet the needs of the directorate; able to authorise expenditure relating to administrative projects, conferences and events up to £1500, flagging up unusual claims and invoices with the relevant budget holder, able to authorise staff requests for membership data and standard printing requests.

5 PERSON SPECIFICATION: qualifications, experience and skill levels.

Qualifications
- Educated to A levels or equivalent

Experience
Experience:
- Proven experience of effective supervision, motivation and support of staff
- Proven experience of providing or overseeing successful administrative support and office systems within a complex organisation
- Experience of developing and maintaining information systems to support effective working
- Experience of negotiating with external suppliers to secure the best service deals
- Experience of effective delegation
Job Description

Knowledge and Skills

• Effective time and workload management
• Effective project management skills
• Knowledge and understanding of the implications of Data Protection legislation
• Proficient in Microsoft Office

General Attributes

• Pro-active, problem solving approach
• Ability to demonstrate empathy with the aims and principles of the Society
• Ability to form good working relationships with a wide range of groups and individuals
• Self-motivated and able to work unsupervised and on own initiative
Part 2: MAIN DUTIES & KEY RESPONSIBILITIES

Staff management

- creating a positive working environment in which equality and diversity are well-managed and staff can do their best
- planning and allocating work, monitoring achievement of deadlines, and supporting staff as appropriate
- managing performance and development, mainly through regular supervision sessions and the Performance development review process
- recruitment and induction of new staff.

To coordinate the workload of all administrative posts in the Operations team and provide direct line management to 5 posts, this includes

a. To be responsible for the line-management of administrative staff, delegating tasks, offering training, peer support, coaching as required, including facilitating appropriate development, undertaking supervisions and appraisals, and handling poor performance issues

2 Planning & co-ordinating activity 35%

Working with the Director of Operations and Heads of service to plan and prepare for departmental meetings, this includes agenda planning, recording and following up on agreed actions.

Sifting and prioritising requests for administrative support in order to plan the workload of the Operations Administrative team ensuring that the activities of the Operations Directorate are supported and that administrative services are provided in a sustainable way. This includes:

a. Liaising with the Director of Operations and the Heads of Service to ensure that that the needs of the department are understood and met at MSNC and in area teams
b. Maintaining an overview of activities across the department at all times to ensure effective use of resources
Job Description

c. Sharing information and knowledge and enabling co-operative working across teams.
d. Evaluating the effectiveness of the support provided by the Administrative team and updating processes and procedures accordingly

e. Developing systems to enable forward planning and cost savings, specifically around communication from Operational Delivery staff to MS Society branches and members

f. Planning and co-ordinating the implementation of corporate initiatives/decisions within Operations

3  Co-ordinating information & communication  35%

Authorising staff membership data requests from across the UK, this includes,

a. Designing and implementing a process for staff to follow in order to request membership data (in conjunction with the Communications & Membership teams)

b. Authorising all staff data requests, UK wide

c. Working with the Membership team to ensure that checks are in place to avoid the selection of incorrect data

d. Working with colleagues within the Communications team to develop systems to communicate with members in a responsible and cost effective way

e. Overseeing development and maintenance of Operations intranet site including sharepoint information

f. To work with the Heads of services within Operations to support internal communications and developing an effective two-way flow of information

4  Financial processes  15%

Overseeing the processing and recording of financial information including

a. Authorising expenditure relating to administrative projects, conferences and events up to £1500

b. Negotiating with external providers of services to secure the best possible deals, for example transcription services for focus groups
Job Description

c. Monitoring relevant expenditure across Operations budgets, flagging up any issues and participate in Quarterly Budget Review/Forecast meetings
d. Managing the Operations printing budget by ensuring that effective processes for ordering print and design and monitoring stock levels of publications are in place

Other Duties

These duties will be applicable to some posts. (Please delete/amend those which are not relevant for this role.)

• The post holder will need to travel extensively throughout their area and less frequently in other parts of England/Scotland/Wales/Northern Ireland

• The post holder should be prepared to attend MS Society meetings in different parts of the country including MS National Centre. Some meetings may be during evenings or weekends.

• The post holder will be required to apply for a Disclosure check

• The post holder must live within the area of work/within xx distance of a key venue

Mandatory Criteria: All job descriptions must include the following criteria;

1. The following is a standard paragraph to be included in all job descriptions:

The post holder will be working in a developing environment and he/she will therefore be expected to undertake other appropriate duties as required for the effective operation of the MS Society.

2. Health and Safety:
Responsibility for health and safety in the area under his/her control and ensure that he/she is familiar with the Society’s policy statement on health and safety at work.

3. Equality and Diversity:
(For all post)
Job Description

- Respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment

(For Senior Management post only)
- Implement, communicate and monitor the equality and diversity agenda throughout the MS Society ensuring it is embedded into the culture of the organisation.

Job Holder’s signature
Print Name: Date:

Line Manager’s signature
Print Name: Date: