



## EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

**Job Title:** Senior Business Administrator

**Department:** Children's Services

**Grade:** [Single Status](#) 6

**Responsible to:** Office Manager

**Responsible for:**

### **Purpose of the Role:**

Administrative support enables other members of the team to deliver their services efficiently and effectively. Senior Business Administrators provide vital support to teams to ensure customer/clients question and requests are responded to efficiently, accurate records are maintained and other staff within the team receive the support they need to do their own jobs well. Senior Business Administrators also provide more specialised administrative support like minute taking complex meetings, financial reconciliation or project support.

As a Senior Business Administrator / Personal Assistant you will learn about the service the team provide and how it makes a difference to people's lives. You need to work as a team to anticipate and meet the needs of team members who may be in the office, working remotely or in the community. You will need to manage multiple tasks at once and deal with regular interruptions and reprioritise your work to ensure the team is supported.

### **Key Tasks:**

1. Undertake minutes of complex meetings about vulnerable clients. Minute, produce and distribute accurate records of meetings, including safeguarding, best interest meetings and/or case conference and complex case meetings, in accordance with statutory and local guidance.

2. Provide project support by maintaining the systems and processes used to support and monitor the project, including but not limited to; ensuring project documentation is produced and maintained, undertaking research, arrange and attend events, report progress to project lead.
3. Undertake and continuously improve administrative duties including responding to email enquiries, providing telephone cover and message service, checking and distributing post, setting and maintaining office processes, arranging meetings and maintaining diaries.
4. Drafting and writing emails or letters on behalf of others.
5. Collate information and produce summary reports, including research and analysis as appropriate.
6. Accurately input data into databases and spreadsheets, including processing, retrieving and cleansing data as necessary.
7. Develop and maintain knowledge of the service and interconnected services and knowledge of the roles and practices of the team in order to support administrative processes.
8. Establish, maintain and monitor all paper and electronic filing systems, including establishment of new files and creation of documents such as spreadsheets.
9. Provide support to individual managers as required, including diary management and travel planning.
10. Arranging and supporting events and meetings. This will include sending out invites, booking rooms/MS Teams call set up, collating and distributing agendas and minutes.
11. Undertake reception duties in an office/establishment, or support reception staff to respond to and admit visiting members of the public. This will include assisting clients and members of staff at the reception point, ensuring they follow signing in and out procedures, making decisions about allowing visitors access to an establishment or department, calling security or a manager if required.
12. Undertake the role of loggist, recording information, decisions, and actions at departmental business continuity and major incident

meetings, and produce and distribute accurate records of meetings in advance of the next meeting.

Recognising that ESCC is a large organisation with a number of overarching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

- Net zero emissions targets - reduce your work's environmental impact.
- Equality, Diversity and Inclusion - contributing to an inclusive and supportive working environment.
- Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies.

## **PERSON SPECIFICATION**

### **Essential education and qualifications**

1. [RQF Level 2](#) English or able to pass an assessment at interview

### **Essential key skills, abilities, knowledge, experience, values and behaviours**

2. Ability to effectively organise and prioritise own and team workload to meet deadlines
3. Ability to undertake a diverse workload and manage conflicting priorities
4. Ability to minute and produce accurate records of meetings
5. Accuracy and attention to detail.
6. Ability to exercise discretion in dealing with sensitive information to maintain strict confidentiality where appropriate
7. Ability to communicate effectively to a range of people, including the ability to converse at ease with customer and provide advice in accurate spoken English
8. Ability to deal with challenging and distressed clients on the telephone and face to face
9. Ability to work in a team and maintain team connectivity when working remotely
10. Ability to work on own initiative
11. Ability to undertake research and learn new information quickly in a self directed way
12. Confidence interacting with new and emerging technologies.
13. Ability to demonstrate resilience with the ability to cope and recover from setbacks or deal with challenging situations
14. Knowledge of using email and software such as the Microsoft Office Suite with a good understanding of managing calendars and setting up MS Team calls

15. Knowledge of Microsoft Excel, with a good understanding of maintaining spreadsheets and databases, basic formulas in spreadsheets
16. Providing customer service
17. Awareness of the services provided by ESCC
18. Commitment to developing personal performance and supporting that of the service.

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### Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

<b>Function</b>	<b>Applicable to role</b>
Using display screen equipment	Yes
Working with children and/or people with care and support needs	No
Moving and handling operations	No
Occupational Driving	No
Lone Working	No
Working at height	No
Shift or night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and/or vibration	No
Food handling	No
Exposure to blood or body fluids	No