

## ROLE DESCRIPTION

<b>Role title</b>	Senior Administration Officer		
<b>Directorate</b>	Climate and Place		
<b>Reporting to</b>	Somerset Rivers Authority Senior Manager		
<b>Grade</b>	12		
<b>Evaluation ref;</b>	AU 1199	Job Family Ref:-	RPG12
<b>Role purpose</b>			
<p>The Somerset Rivers Authority (SRA) was formed after the major flooding of 2013/14 and is where flood risk management authorities in Somerset come together to deliver extra flood protection for the county. The (SRA) is a partnership organisation hosted by Somerset Council. The SRA raises money locally to invest in reducing the risk of flooding and increasing community resilience to flooding across Somerset. <a href="http://www.somersetiversauthority.org.uk">www.somersetiversauthority.org.uk</a></p> <p>You will be part of a small and supportive Team that is responsible for the successful operation of the SRA partnership. The SRA funds a wide range of projects across the whole of Somerset making the subject matter of the role varied and interesting.</p> <p>We are looking for someone that is passionate about helping people, what we do and about improving the service we provide to our partners and the public</p>			
<b>Key results area</b>	<b>Accountability</b>		
Communication	<ul style="list-style-type: none"> <li>• Responds to external and internal enquiries courteously and helpfully, seeking clarification where necessary and providing relevant information and advice</li> <li>• Initiates contact with, and responds appropriately to, people at all levels using appropriate methods of interaction such as phone, letter, email and face to face discussions</li> <li>• Produces general correspondence, documents, written reports and statistical information to a high standard using IT systems as appropriate</li> </ul>		
<b><u>Interpersonal Skills / Team Working</u></b>	<ul style="list-style-type: none"> <li>• Sensitive to needs of others, responding appropriately and tactfully</li> <li>• Is perceived as approachable and helpful by others within and external to team</li> </ul>		

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	<ul style="list-style-type: none"> <li>Operates processes and procedures in a way that supports the needs of others</li> </ul>
<b><u>Planning and Organising</u></b>	<ul style="list-style-type: none"> <li>Prioritises own tasks appropriately to meet team goals and the needs of others</li> <li>Arranges appointments, meetings and the delivery of routine goods and services, ensuring relevant people informed in good time</li> <li>Organises for the timely submission of reports and presentations for meetings, makes sure reports meet the required quality standards before publication</li> <li>Monitors progress against plans of own, team activities and meeting actions to ensure deadlines are met and contacting relevant people when slippage occurs</li> <li>Carries out range of routine administrative tasks conscientiously, without prompting</li> </ul>
<b><u>Working with Information</u></b>	<ul style="list-style-type: none"> <li>Produces accurate and concise minutes of meetings in a timely manner</li> <li>Checks that information, data and reports are accurate, fit-for-purpose and up-to-date</li> <li>Ensures data is stored securely in structured manner following established formats and standards.</li> <li>Contributes to the development of new and improved information systems and procedures</li> </ul>
<b>Qualification/Knowledge/Experience/Skills</b>	
<b>Essential</b> <ul style="list-style-type: none"> <li>Educated to A Level standard or equivalent.</li> <li>Ability to work independently and as part of a team</li> <li>Able to prioritise and manage workload with conflicting deadlines</li> <li>High level of attention to detail and ensuring accuracy</li> </ul>	

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- Flexible approach, willing to undertake new activities
- Committed to diversity in service delivery and employment.
- Customer and Communities focussed.
- Drive and self-motivation - "can do" attitude.
- Able to develop/build and maintain relationships with a range of organisations and individuals.
- Experience of arranging and supporting meetings involving a large number of people from different organisations.
- Experience of work involving detailed and accurate record keeping and minute taking relating to meetings.
- Experience of organising and maintaining electronic and paper filing systems.
- Customer service skills, ability to respond to queries from members of the public, colleagues and elected members in a timely manner.
- Experience running a customer contact/correspondence system.
- Confident in using Windows applications, especially Outlook and Word.

### **Desirable**

- Experience of using Microsoft Excel
- Confident in analysing information.
- Experience of working with a wide range of partners and stakeholders.
- Previous experience in a community governance / democratic services / town clerk role or similar.
- Experience working with elected councillors.
- Knowledge of and experience of using Microsoft Productivity tools (e.g. power automate) to improve the management and processing of data and information.
- Knowledge of issues associated with flood and water management in Somerset.

### **Dimensions of role**

### **Governance**

- Advise elected members, officers, representatives of other agencies and the public on conduct of business at SRA Board Member level and other SRA meetings.

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- Consult with the Service Manager - SRA to plan forward work programmes for the SRA Board, Management Group and Technical Group, and decision-making systems, administered in consultation with members/officers.
- Undertake pre-meeting preparatory work in consultation with relevant officers/Chairs, eg administer briefings, arrangements to enable the meeting to take place and prepare and despatch the agenda and reports.
- Attend meetings, advise on procedural matters, take notes and prepare all necessary follow-up paperwork following the meeting, eg summary of decisions, minutes, reports.
- Maintain meeting Action Logs and ensure actions and outcomes resulting from meetings are completed.
- Maintain and support governance procedures and systems, eg prepare guidance notes, report templates, training material, provide advice and maintain databases/record systems.
- Deal with enquiries from the public and partner members. Refer enquiries or complaints to the Service Manager as required.
- Maintain and update filing and record systems in paper and electronic format for the team and maintain the team's archiving requirements. Develop and maintain systems to track outcomes from meetings.
- Provide advice and support to Board members and to officers on issues relating to the SRA's democratic arrangements, eg conduct of business and procedural requirements.
- Provide advice to senior SRA staff in resolving ICT / Dynamics 365 queries.
- Design and layout documents, eg Enhanced Programme Performance reports. Create and design spreadsheets and PowerPoint Presentations for the Service Manager.
- Open and despatch all incoming hard copy mail and email for the Service Manager and Team and respond on their behalf or pass to an appropriate member of staff for response.
- SRA Board Member Support
- Consult with the SRA Communications Manager to arrange the induction of new members of the SRA Board. Prepare briefing and induction material for new members.
- Maintain the Register of Members' Interests.

### **SRA Customer Contact, Correspondence and Customer Service Standards**

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- Act as the front-line point of contact for all incoming communications and queries from the public, eg identify who within the partnership is best placed to provide answers, co-ordinate the partners in providing a response and respond.
- Administer, develop and maintain the customer contact system and provide reports on performance.
- Suggest improvements to the customer contact system and implement changes as required.
- Develop and communicate SRA Customer Service Standards across the partnership.
- Promote and raise awareness of the SRA's aims, objectives and work programme with the public, stakeholder groups and within the partnership organisations.
- Support to the Servicer Manager and SRA Team
- Provide support to the Service Manager, eg diary management, deal with correspondence, organise meetings, attend meetings for and with them to provide administrative support.
- Research and source information and reports on the subject of flood risk management and flood resilience and adaptation, eg legislative changes, government guidance and policy and national developments.
- Deal with all visitors and incoming calls for the Service Manager, answer enquiries and refer others to an appropriate member of staff.
- Raise purchase orders, pay invoices and process electronic payment requests.
- Provide administrative support to the Team, eg process grant claims and payments, upload and maintain information on the SRA website.
- Understand, uphold and promote the aims of the SRA's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

### **Contacts & Relationships:**

- Liaise with a wide range of multi-agency partners at local and national level, to provide advice and guidance, give and receive information, and consult. Within the SRA this includes SRA Board Members, members of the SRA Management Group and members of the SRA Technical Group. The SRA is a partnership consisting of all Somerset Council, the Parrett

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Drainage Board, the Axe/Brue Drainage Board, the Environment Agency, Natural England, Wessex Water and the Wessex Regional Flood and Coastal Committee. Liaise with officers from Wessex Water, Highways England and the RSPB who are also members of the Technical Group. Maintain contact with officers from government departments where necessary.

- Provide day-to-day support to the Service Manager and the Team. Liaise with Somerset Council representatives and other partner bodies to give and receive information and resolve problems.
- Regular contact with the public and stakeholder groups, to give advice and guidance, make arrangements, exchange information and resolve queries.

### Resources:

- Service SRA Management Group and Technical Group meetings, organise and administer additional ad hoc SRA Board workshops and briefings as required and arrange member events such as site visits. Will service in excess of 30 meetings a year.
- Monitor meeting and event costs to ensure that pre agreed budgets for these events are not exceeded and that purchase orders are raised, and invoices paid.

Further information specific to this job:

Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.

### Notes

Competencies / attributes	Working Effectively with others Self-belief Drive for improvement
Working conditions:	14.8 hours per week. 9 to 5 with occasional evening and weekend work.
Working arrangements:	Hybrid working between home and County Hall, Taunton, TA1 4DY