Role Title	**Admin Support Officer**						
Job Family	**Business Management and Support**	**Sub Category**	**Business Management and Support**		**Grade**	**A2**	
Behaviours	• Managing a Quality Service	• Communicating and Influencing		• Working Together			
Purpose	To provide business and office support to the team.						

FCDO Services

Key Accountabilities

- Maintain records within team and FCDO Services systems and databases, including registers and trackers to ensure data accuracy and integrity, and prompt timely action
- Act as the contact point for a team and for the team with other parts of FCDO Services, including maintaining Team mailbox and allocating e-mails to colleagues
- Provide business support to Team members as required, including organising events, producing and distributing documents, taking meeting notes
- Deliver tasks and processes specific to the business area and support the smooth-running of corporate processes, for example, checking and chasing information
- Collate business and management data and information for returns and reports
- Work with other Business Support Officers in the wider team to ensure all areas of support are maintained, building a high-performance support team
- Seek to identify improvements and share ideas with others
- Act as Information Asset Administrator, maintaining integrity and safe-keeping of information
- Maintain stock, e.g. stationery, equipment, refreshments, including ordering supplies and distributing

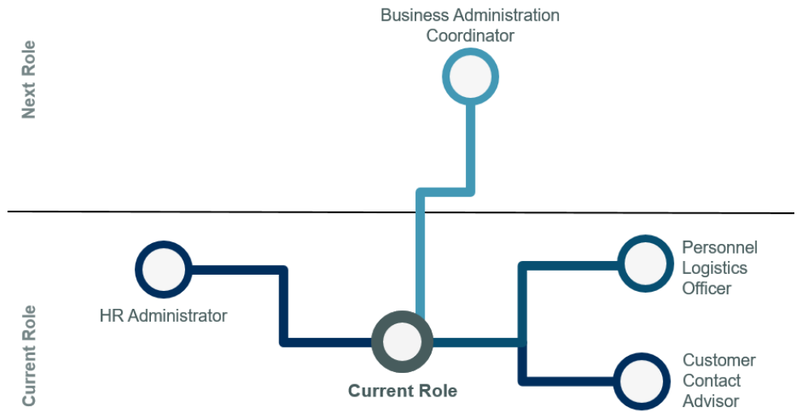
Authority and Scope

- Day-to-day management of own workload, re-prioritising to meet deadlines
- Manage allocated resources to deliver to required standards
- Comply with FCDO Services policies, procedures
- Follow agreed processes, flag irregularities and escalate issues
- May order office supplies or act as Government Procurement Card holder for the Directorate, making credit-card purchases on behalf of the business and reconciling these in line with policy

Internal and External Communications

- Respond to queries from within the Team, Directorate or business, to provide information and support on matters within remit.
- Work with the business to resolve issues, improve processes and build collaborative relationships
- May also have contact with external customers to exchange information, arrange logistics etc.

Potential Next Career Moves



Skills

- Service reporting
- Administrative/secretariat
- Customer service
- Stakeholder management
- Planning and organising
- Microsoft Office Suite

Qualifications, Knowledge and Experience

Essential

- Experience in working with customers or stakeholders
- Experience of working to deadlines
- Ability to plan own work

Desirable

- Data/information gathering and reporting - Working