

## Job Description

<b>Job title</b>	Admin Support Manager	<b>Job family</b>	Education
<b>Reporting to</b>	Finance Director	<b>Job code</b>	
<b>Location</b>	Remote - North	<b>Evaluation Date</b>	Nov 21

### Job Purpose

Supporting our site leaders and administration colleagues, you will provide remote and hands-on support and guidance in relation to corporate IT systems/business applications and key processes. You will provide support on developing systems and financial practices across services ensuring compliance with company policy and procedures, ensuring uniformity and best practice in the use and integration of our systems.

### Responsibilities

- Provide key support role to our services including hands on help with queries and issues, on business applications systems, policies and procedures, including remote assistance to services during unexpected absences.
- Deliver inductions for service administrative roles as required.
- Ensure services are following the correct procedure on all business applications and are adhering to best practice guidelines; minimising errors and issues that can impact on central support services.
- Ensure best practice is followed to deliver accurate management reporting both with financial figures and QPI's.
- Work closely with the IT Implementation and Training team to support with new business system requirements.
- Identify and address appropriate training and plans of action with service leaders where non-compliance is a cause for concern.
- Carry out specific system or subject mini audits to work alongside annual internal audits thus ensuring continuity and consistency between full internal audits.
- Promote and gain compliance with financial procedure and policy through all Aspris services particularly in respect of managing petty cash and payroll.
- Key support role in acquisitions to include integrating new businesses in terms of policy, procedure and training

### Knowledge / Education / Skills

- High level of IT literacy and ability to learn new technology and systems with ease
- Significant knowledge of system and process development
- Highly developed and well-practiced communication and interpersonal skills.
- Able to develop confidence in systems even among the most sceptical or reluctant user
- Highly organised with strong attention to detail and natural desire for continuous improvement
- Must have a full driving licence.

## Experience

- Demonstrable experience in supporting administration functions, including supporting / training on IT systems and processes
- Previous experience in an administrative or systems support / development role, ideally including new system implementation
- Experience of delivering training to groups and individuals
- Previous experience in managing financial processes and systems desirable

## Responsibility

### **Leadership**

No direct line management responsibility, however indirect leadership to provide influence in area of speciality.

### **Budgets & Equipment**

Collective responsibility for the care and security of equipment and adhering to the cost and budget guidelines.

### **Information**

Shared responsibility for the confidentiality, security and accuracy of records, data and information. Ensuring good quality documentation, which meets the Organisational requirements Regulatory guidelines and statutory requirements.

### **Communication & Interaction**

Communications will regularly require some judgement involving the seeking and gathering of information with the need for some explanation. May have interactions which contain distressing information.

## Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

## Working Environment

Ability to travel company wide with some overnight stays required.