



Role Profile

Senior Business Support Administrator
People

Role Profile: Senior Business Support Administrator	Role Profile Number: SBC_10092
Directorate: People	Reporting to: Assistant Team Manager
Grade: CFL 5	Date Prepared: September 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

The Senior Business Support Administrator (SBSA) will support the Assistant Team Managers and Social Workers in the management and undertaking of service delivery (Children and Families Contact Swindon) in line with local Service Level Agreements or any agreed Customer and Business Services service delivery framework.

Key responsibilities and accountabilities:

- Assist with the management of work allocation across the team to achieve any agreed task service delivery levels.
- Review weekly management information to ensure data is accurate and work is targeted to ensure statutory timescales are met. Assist the local management in prioritising activities.
- Keep abreast of business support administrative tasks, processes, procedures and responsibilities in all service areas supported with particular responsibility for assisting with the production and updating of any work instructions.
- Support BSTL with managing team's training and development needs and provide support and guidance as required.
- Assist the BSTL to review staff cross training ability and schedule training as required to ensure there are suitable numbers trained within Business Support to deliver the service.
- Work with the local council personnel and help to produce, maintain and distribute the service area processes and procedures.
- Produce, maintain and distribute processes and procedures relating to Business Support as and when changes arise.
- Review current working practices and make recommendations, proactively promote and take ownership, with the support of the BSTL, for improvements to service delivery.
- Where necessary, provide accurate and timely weekly and monthly reports on team performance, progress, issues and successes to the BSTL.
- Communicate company and or service delivery information to your team in a timely manner.
- Service delivery will be achieved by managing priorities and the resource of a team of business support administrators
- Assist with the management of the team's daily workload, distributing work tasks as required, with particular responsibility for assisting with the monitoring of team performance in line with any service specific and/or Business Support Service Level Agreements (SLA's) and any agreed Performance Indicators (PI's).

Supplementary Accountabilities

- Participation in ad hoc projects/working parties as determined by SBC needs.
- Assist with the management of Health & Safety within the team, supporting any local H&S Advisors.
- Contribute, with ideas and suggestions, towards cost savings and efficiencies.

Managerial

- N/A

Professional

- Flexibility to work within and support other business support service areas as required where your skills, expertise and knowledge can be utilized. Develop functional expertise in core tasks, to be able to assist in providing resilience, and to carry out quality monitoring.
- Keep abreast of business support administrative tasks, processes, procedures and responsibilities, with particular responsibility for assisting with the production and updating of any local work instructions.

Decision making:

- In absence of Business Support Team Leader responsibility for team staffing levels to maintain service delivery, Serious staffing level issues to be escalated to the Service Manager.
- In absence of Business Support Team Leader (BSTL) manage and address any personnel matters in a timely manner, capturing and recording information as appropriate. Serious issues to be escalated to the Service Manager.

Creativity and innovation

- Support the BSTL and local H&S Advisors in promoting and maintaining a safe workplace
- Work proactively with authority personnel to provide a flexible business support service and encourage more efficient and cost effective processes to deliver cost savings to the business.

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
GCSE (Grade C or higher) in one or more of the following: English Language, I.T, Mathematics or equivalent experience	E
Knowledge and Experience:	
Experience of using IT systems on a daily basis - including MS, Office, Excel, Word, Outlook & any in house systems.	E
Office administration experience including compiling documents and reports in both Word and Excel and using databases to collate data.	E
Experience of working in or managing Local Authority multi business support services.	D
Experience working efficiently and accurately to tight deadlines	D
Aptitudes, Skills and Competencies:	
Excellent customer service skills	E
Strong attention to detail skills in delivering admin tasks	E
Good communication and interpersonal skills	E
Ability to work well within a team	E
Ability to learn quickly	D
Ability to review business end to end processes and identify efficiencies	D
Ability to work with customers to identify priorities	D
Ability to manage, motivate and train team/s to a high standard of work delivery	D

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.