

JOB DESCRIPTION / PERSON SPECIFICATION & COMPETENCY FRAMEWORK

Job Title	BTB Administrator
Reports To	Head of bTB Delivery
Department	Policy Directorate
Location	Exeter – SW Regional Office
Grade	1

JOB DESCRIPTION

Main purpose and scope of job:

- To provide an accurate and timely administration service to the Delivery Unit.
- Accountable for maintaining accurate stock records of equipment and materials within the Delivery Unit.
- To procure equipment and facilitate the sale of stock in line with the aims of the business unit

General Management and Functional responsibilities:

- To assist in administering and coordination of meetings as required by the bTB Delivery unit team.
- To ensure the supply of printed materials as required by the bTB team.
- To maintain accurate records and administrate the bTB Delivery Unit budget in line with the NFU Finance department requirements.
- To administer the payment of invoices.
- To make outgoing calls and enquiries in regards to stock.
- To receive and act upon sales enquiries via email and telephone.
- To take clear and concise telephone messages.
- To compose suitable replies to routine letters, email queries and telephone calls.
- To maintain accurate records of key contacts within the bTB Delivery team using the NFU CRM
- To maintain an accurate filing system of appropriate bTB documentation, hard and soft copies.
- To administer incoming and outgoing post on a daily basis.
- To order stationery for bTB Delivery team.
- To publish to the NFUOnline website and intranet, as directed.
- To maintain an efficient archive system for the Unit.
- To assist the team in delivery of specific project streams, as required.
- To apply attention to detail and accuracy in all tasks.
- To maintain a high level of confidentiality with regard to the work of the team.

General

- This job description will develop to meet the needs of the NFU and any additional duties will be commensurate with the post holder's grade.

Job Title	bTB Administrator
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COMPETENCIES

		Level
Core Competencies	<ul style="list-style-type: none"> Understanding the NFU Working Together Personal Accountability Communication 	1 – Applying 1 – Applying 1 - Applying 1 – Applying
Functional Competencies	<ul style="list-style-type: none"> Member Focus Planning and Organising Representing the NFU Flexibility 	1 – Applying 1 – Applying 1 – Applying 2 - Supporting

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge and Expertise	<ul style="list-style-type: none"> Educated to GCSE standard or equivalent with a minimum Grade C in English and Mathematics. Able to accurately type 45 words per minute. Previous secretarial/administrative experience which includes typing, filing, answering the telephone, etc. Experience of prioritising a diverse workload. Ability to organise meetings, including minute taking and other associated administration. Efficient and organised with experience of dealing with both detailed and routine tasks. 	<ul style="list-style-type: none"> Experience of audio typing.
Communication and Relationship Skills	<ul style="list-style-type: none"> Ability to demonstrate strong written and verbal communication skills. Experience of handling difficult and complex issues on the telephone. 	
Practical and Physical Skills	<ul style="list-style-type: none"> Intermediate computer and keyboard skills. Microsoft Office (Word, Outlook & Excel) or similar packages to intermediate level. 	
Decision Making and Problem Solving	<ul style="list-style-type: none"> Ability to work on own initiative and as part of a team. Evidence of working proactively and identifying areas of improvement and ways to become 	

	more efficient.	
Financial Responsibility	<ul style="list-style-type: none"> ▪ Experiencing of managing expenses, procuring travel/hotel accommodation and ensuring value for money in the above. ▪ Process invoices for payment 	
Responsibility for Information	<ul style="list-style-type: none"> ▪ Experience of maintaining computerised records. ▪ Experience of maintaining confidentiality. 	
Responsibility for Supervision / Management	<ul style="list-style-type: none"> ▪ N/A 	
Physical and Mental Effort	<ul style="list-style-type: none"> ▪ Ability to work effectively under pressure and to adhere to strict deadlines. ▪ To work as a member of the team. ▪ Some flexibility required, e.g. occasional extra hours. 	
Personal Circumstances /Additional Requirements	<ul style="list-style-type: none"> ▪ Must live within 40 miles of the post location or willing to relocate. • Ability to travel when required. 	<ul style="list-style-type: none"> ▪ Full current driving licence (consideration will be given under the Equality Act 2010 where applicable).

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