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| **Role title:** | Corporate Services Coordinator | **Responsible to:** | Administration Services Team Lead |
| **Division:** | Finance, Business Strategy and Corporate Services | **Department:** | Corporate Services – Admin Services |
| **Direct Reports and Level:** | None | **Scope:** | Administration Services - MPS |
| **Scale:** | People – 0Budget – 0Income – 0 |
| **Regulated Function(s):** | No |
| **Evaluation Level** | Core 2 | **Role Family** | Business and Operational Services |

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| **Overall Role Purpose** |
| Provide a centralised business support service to MPS Members, colleagues and divisions, ensuring service delivery, and excellence which is trusted and valued. As part of the role, you will be required to work with key stakeholders across the organisation to optimise performance, to ensure efficiency and effectiveness of service delivery.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the development and delivery of the Corporate Services plan and strategy to the agreed standards.
* Ensure all service transactions and contacts are processed, distributed, recorded and fully resolved in a timely, accurate and confidential manner in accordance with agreed protocols and service levels.
* Meet key performance targets, quality standards and financial targets through provision of cross departmental administrative support.
* Comply with applicable professional ethical guidance and all relevant internal and external rules, policy and procedures, including those relating to Health & Safety, Data Protection, IT security and all those contained in Colleague Handbook.
* Support on assigned projects across MPS in line with specialist/expert area.
 | * Operational Performance KPI’s Vs Plan
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| **Financial*** Support a cost-conscious culture and challenge the department and stakeholder where there may be opportunity for cost saving efficiencies.
* Support the applicable specialist/expert function to inform business decisions and actions through measurable improvements in business performance.
* Consider all spend within organisation policy, highlighting any cost saving opportunities to the Corporate Services Leadership Team and helping to deliver on these.
 | * Operational budget Vs Plan
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| **Member*** Monitor emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for Members or are likely to have material adverse effect on MPS.
* Seek ways to continuously improve ways of working and contribute to divisional / MPS wide continuous improvement projects aimed to drive operational efficiency and great member experience and outcomes.
* Deliver fair treatment and outcomes for Members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
 | * Net promoter score
 |
| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Promote positive colleague relations and champion a community environment which enables the diversity agenda, wellbeing of colleagues and builds a reputation in the marketplace as a positive employer brand.
* Support colleagues both within own team and support learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members.
* Build good working relationships with a range of Stakeholders and support the Corporate Services team in managing these stakeholder expectations.
* Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan MPS Inclusion Survey vs Plan
 |
| **Risk*** Understand the risk management appetite in role, including the reporting of any perceived risks and compliance with relevant controls.
* Contribute to an environment where all colleagues in the Corporate Services Team recognise the importance of risk identification and management.
* Adhere to appropriate business processes and controls in order to comply with policies and regulatory requirements (as applicable).
 | * Risk & Control Self- Assessments
* Audit Actions Delivery vs Plan
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| **Responsibilities (RACI)** |
| * Support the Corporate Services team to facilitate timely responses to stakeholders, Members, colleagues and others, helping the department to meet internal and external service levels and performance levels.
* Provide efficient, effective and confidential cross departmental administrative support to ensure KPIs, service level are met.
* Ensure data integrity and completion of tasks in software systems provided where appropriate.
* Effective management of all data, files, folders in line with Data Privacy policy and GDPR regulations.
* Build relationships with key stakeholders internally and externally to maximise operational effectiveness.
* Input into the ‘Academy’ and continued development of competency frameworks and learning material – identifying training requirements.
* Keep abreast of evolving legislation and best practice; recommend opportunities for MPS to become more efficient and effective in field of specialism.
* Facilitate & coordinate meetings, distribute agendas, and ensure that key decisions and actions are documented and communicated effectively
* Undertaking other duties and tasks that are appropriate to the level or role that may be required.
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| **Key Governance Responsibilities** |
| None |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking  |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * a minimum of 4 GCSE’s or equivalent (Grade A-C/9-4) including Mathematics and English
 | * Microsoft Office Suite
* Ability to prioritise work and manage multiple activities
* Excellent interpersonal and written communication skills.
* Active listening
* Attention to detail / accuracy
* Ability to handle confidential information with integrity
* Proactive management of workload to pre-empt requirements from stakeholders
* Responsive to change
 | * Managing confidential matters sensitively.
* Prior experience in Shared Service Operations and/or support/office administration.
* Experience of working in a team environment.
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| **Desirable** | * CRM Systems
* Microsoft Teams and PowerApps
* Customer Services qualification
 | * Problem solve and make informed decisions using own initiative.
* High-energy work ethic, ability to establish vision, drives change and delivers results.
 | * Experience of working to tight deadlines whilst producing consistently accurate work.
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