



JOB DESCRIPTION

Post Title:	Manager - Administration
Reporting to:	Head of Human Resources & Administration
Salary Band:	Band 6 (Steps 1- 8) (24k -26k) + Applicable Allowances

Job Purpose

Assist the Head of Human Resources & Administration in delivering a comprehensive and efficient administrative service that effectively supports the Corporation's operations and strategic objectives.

Lead and manage the Administration team to ensure high standards in administrative functions, facilities management, and support services.

Key Result Areas

FUNCTIONAL

Lead and manage the Administration team to deliver high standards of administrative functions and support services through the effective implementation of established internal and external policies, procedures, and best practices.

Specifically:

- Lead and coordinate the work of Administrative Officers, Housekeepers, Maintenance Assistants, Facilities Maintenance Officers, and Security Officers and any assigned personnel.
- Monitor team performance and ensure accountability for assigned responsibilities.
- Promote a culture of professionalism, safety, and continuous improvement within the administrative teams.
- Ensure the proper maintenance, repair, and upkeep of all buildings, grounds, and infrastructure of the Corporation.
- Oversee preventive and corrective maintenance programmes to ensure operational continuity.
- Oversee the provision of security services to safeguard the Corporation's premises, assets, staff, and visitors.
- Ensure that all client-facing and common areas always uphold a high standard of presentation.
- Monitor service delivery and address any gaps promptly.
- Manage contracts for outsourced services such as security, cleaning, and maintenance.
- Manage and monitor the procurement of office supplies, equipment, and administrative services in accordance with established procedures.
- Monitor contractor and service providers performance and ensure compliance with agreed service levels and contractual obligations.
- Produce reports on all matters associated with area of functional responsibility, whenever required

A job description is a written statement of the essential characteristics of the job, with its accountabilities, principal job purpose & results areas. It incorporates a note of the skills, knowledge and experience required for a satisfactory level of performance. It is not intended to be a complete, detailed account of all aspects of the duties involved. Nor does it supplant contractual obligations.

STAFFING

- **Manage and Lead personnel and teams under responsibility**

Specifically:

- Responsible to ensuring professionalism and high standards in Functional and Behavioural performance.
- Provide coaching and leadership to develop the team(s).
- Monitor performance and ensure efficient utilisation of staff effort
- Review staff performance and provide feedback both as a regular function and as part of the Appraisal process.
- Ensure staff have appropriate training and development plans.
- Ensure staff are trained and equipped to carry out their duties in an efficient, cost effective and safe manner.
- Ensure that under-performance (whether Functional or Behavioural) is addressed in a timely and effective manner, and according to established policies and procedures
- Ownership of Succession Planning for the team(s) under responsibility

FINANCIAL

- **Ensure cost effective utilisation of Resources.**

Specifically:

- Eliminate or Reduce Wastage, where identified
- Continually find ways to perform functions cost-effectively
- Proper Planning to reduce costs
- Ensure equipment & assets are used and maintained properly
- Contribute to Budgeting, where required/requested
- Manage the budget allocated to the Section, working in close collaboration with the Financial Controller
- Identify and pursue revenue-generating opportunities

EXECUTIVE & STRATEGIC

As part of the Leadership cadre:

- Advise and Assist the Senior Executives in all matters related to the management of SBC whenever required, commensurate with knowledge, experience and abilities
 - Participate and contribute in the relevant Meetings and other in-house committees
 - Work collaboratively with the Executive Team members and other stakeholders to ensure corporate goals are achieved
 - Represent the SBC on external committees, when mandated to do so.
 - Carry out relevant duties which may be assigned by the Deputy and Chief Executive Officer, that are commensurate with knowledge, experience and abilities
 - Assist in Staff Training and Development.
 - Contribute to enhancing staff morale and a one-SBC team cohesion

Assist in the development and promotion of a Safety, Health & Environmental culture within the SBC.

Set a personal example in Health & Safety compliance through:

- Observing safe working practices as advised and instructed
- Considering Safety & Health of self and others who may be affected by work activities
- Being an advocate of greener environmental practices, notably in Energy saving and cutting down on waste
- Reporting incidents or hazards which have led or may lead to injury
- Building and enhancing an adequate knowledge of, and compliance with the Health and Safety principles and practices, consistent with your responsibilities

Essential Qualifications/Experience/Skills

- Diploma or related qualification in Administration, Business Administration, Facilities Maintenance or a related field
- Proven experience and a strong track record in administrative management, facilities management, project management or a similar role
- High level of integrity and ability to maintain confidentiality
- Sound judgment and ability to make fair and objective decisions
- Very good communication and interpersonal skills
- Ability to communicate effectively, both verbally and in writing, with internal and external stakeholders
- Strong organisational, planning, and time management skills
- Very good relationship-building skills, with the ability to engage effectively at all levels
- Demonstrated supervisory and leadership experience
- Strong self-motivation, with the ability to work independently and use initiative
- Good IT proficiency, particularly in Microsoft 365 applications (e.g., Outlook, Word, Excel, Teams) at an intermediate level

Desirable Qualifications/Experience/Skills

- Degree in Administration, Business Administration, or an equivalent qualification
- Proven Managerial experience
- Ability to work effectively under pressure and meet tight deadlines
- Strong influencing and persuasion skills
- Good analytical and problem-solving abilities
- Knowledge of budgeting and basic financial management, including budget preparation and control
- Experience in people management and team supervision
- Full driving licence

Core Behavioural Competencies

TEAMWORK	<ul style="list-style-type: none"> • Fosters a sense of team spirit by establishing strong interpersonal relationships, demonstrating respect for other team members and proactively offering support. • Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others. • Works collaboratively with others by seeking to understand and make best use of team members' diverse ideas, working styles, skills and backgrounds. • Supports and acts in accordance with final group decisions, even when such decisions may not entirely reflect own position. • Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
ACCOUNTABILITY	<ul style="list-style-type: none"> • Takes ownership of tasks and functional responsibilities. • Presents oneself as a credible representative of the Corporation and demonstrates a commitment to delivering on one's duties. • Justifies decisions taken, with confidence, openness and honesty. • Takes responsibility for seeing efforts through. • Makes sound and fair judgment. • Makes informed and accountable conclusions and decisions. • Is open to feedbacks and uses errors or oversights as learning points.
ADAPTABILITY	<ul style="list-style-type: none"> • Easily adjusts priorities, activities, and attitude to meet new deadlines and information and to achieve objectives. • Anticipates and responds with energy, to new challenges, the unfamiliar and the urgent. • Thinks of ways to make changes work, rather than resisting them. • Makes suggestions for increasing the effectiveness of a changing environment. • Plans ahead and has an alternative option in case things go wrong or unexpected. • Keeps an open mind and shows willingness to learn new methods, procedures, and techniques that embrace change. • Able to prioritise effectively and plan flexibly to be able to deal with change.
RELIABILITY	<ul style="list-style-type: none"> • Is dependable and can be relied on in different circumstances. • Gets the job well-done every time and within deadlines. • Shows up to work on time. • Goes the extra mile to produce expected results even in tight deadlines. • Persists through difficult tasks and brings out credible results.
CONDUCT & INTERPERSONAL SKILLS	<ul style="list-style-type: none"> • Behaves in a professional and appropriate way to set the right example in the workplace. • Takes responsibility for own actions; accepts own mistakes and does not blame others for a job not well done or not done. • Behaves in a manner that is accepting, respectful and inclusive of all people. • Puts continuous effort into building and maintaining relationships. • Accepts conflict as an opportunity to strengthen relationships. • Responds willingly to requests for help and information, where possible • Is honest and open-minded. • Has a 'can-do' and 'will-do' attitude.