

Business Support Administrative Officer

Grade: AO / Pay Band 7 / 30 hours

What we do?

The Office of Human Resources (OHR) is a central service that is vital in supporting employees and leaders across all IOM Government functions.

OHR is transforming its structure, skills and resources to bring the Chief Minister's vision of a 'People First' organisation to life. We aim to create an OHR that truly supports our customers and our staff where everyone is given opportunities to develop, there is a positive atmosphere that values each person's contributions and successes and we deliver a service we can be proud of. We are looking for passionate individuals to help us achieve our vision, improve our services and enable people to reach their potential.

Our Objectives:

- Cultivate a performance-driven culture across the public service
- Remodel career development, talent management and succession strategies and
- Work towards becoming the Island's employer of choice

What will you do?

The main duties and accountabilities of this role are supporting the senior team within the OHR in ensuring administration of corporate functions is effectively maintained so the OHR is operating efficiently and effectively in the delivery of shared services across the Isle of Man Government (IOMG).

It is an exciting role, working at the centre the Office of Human Resources. You will have the opportunity to learn about all areas delivered by the OHR shared service and to work with all areas across the OHR

This will include, but is not limited to:

- Supporting the work of the corporate functions of the OHR
- Undertaking administrative duties in support of corporate papers, projects and the work of Directors

What does that involve?

Business Support

- Processing and recording of invoices in accordance with Financial Regulations
- Organising and supporting OHR staff quarterly briefings and lunch and learn sessions including preparing materials as requested
- Contribute towards the preparation and upkeep of Divisional Operational Procedure documents
- Maintaining papers and actions for meetings and managing system of reminders for items for attention of colleagues, including Executives. These meetings will include but are not limited to Service Leads meetings

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- Support in the management of building issues including logging and liaising with Department of Infrastructure colleagues regarding repairs and issues
- Provide excellent customer service whilst acting as the first point of contact for phone calls to the business support team
- Make effective use of Microsoft 365 tools, including Word, Excel, SharePoint and Teams, and actively engage with emerging technologies such as AI and Microsoft Copilot to improve productivity, insight and service delivery
- Daily review of tickets from the Solutions Hub, reply/escalation and redirection of enquiries to the Business Support team
- Organising and attending meetings as required, managing agendas, taking minutes,
- Providing administrative support in respect of corporate services and governance across the Division e.g. managing access cards, distribution and recording of technology to team members, submissions on the asset and disposal register
- Develop, evolve and maintain administrative systems and processes
- Administer the process for Long Service certificates
- Support corporate business and emergency/contingency planning processes to include updates to the Business Continuity Plan, with guidance from senior officers.
- Supporting the Division with the transition to the new OHR structure and operating model
- Running straightforward reports from HR systems, collating, dissemination and actioning as needed
- Checking and ensuring essential supplies e.g. stationery, are maintained, for Illiam Dhone House staff
- Acting as the first point of contact for Building Management issues

Research

- Undertake research into a wide range of HR related topics as required. This will include retrieving relevant papers and information

Projects

- Support OHR projects updating actions, prioritisation, monitoring progress, pursuing and updating accordingly, within agreed deadlines and targets.
- OHR Comms Hub; support with maintenance of existing content and creation of new content

Continuous Improvement

- Suggesting innovative approaches to streamline workflows and enhance efficiency.
- Using CoPilot to make suggestions on how to streamline and make improvements to work within the postholder's sphere of responsibility in the Business Support team

Other Duties

- Undertaking any wider duty as directed by the Business Support Officers', Business Support Lead or HR Directors up to the delivery/competency of an Administrative Officer.

Working Together for the Isle of Man

The post holder will not have any budgetary responsibilities but will be a purchase card holder for orders of goods and services, e.g. travel booking and will maintain a records of transactions and monthly reconciliations of spend. They will have a delegated financial authority for authorising orders and invoices.

Reporting Framework

The Business Support Officer, as a member of the IOM Civil Service, reports to the Business Support Executive Officer

The Business Support Executive Officer is responsible as 'Reporting Officer' for the implementation of, and compliance with, the relevant IOM Civil Service Performance & Development Review Scheme and Personal Development Plan, as it applies to the post on an annual basis.

Integrity

As an appointee of the Office of Human Resources, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all OHR business and to uphold such confidences.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their advice and actions on others and will seek guidance as appropriate. The job holder will be responsible for identifying any possible risks to a responsible manager, Safety Adviser and/or the Health and Safety Review Group as appropriate.

General Scope

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Evidence of continuing professional development.	Desirable	CV
5 GCSE passes at Grade C (4) or above, including English Language (or equivalent).	Desirable	CV
General knowledge of a HR role and its application in a large diverse organisation.	Desirable	Interview
Character		
Self-motivated and organised.	Essential	Interview
Assertive and resilient.	Essential	Interview
Confident, calm and controlled even under pressure.	Essential	Interview
Proactive, curious with a results driven approach and attitude.	Essential	CV/Interview
Ability to build and maintain effective working relationships.	Essential	CV/Interview
Inquisitive and enquiring in their approach to work whilst balancing the need to maintain confidentiality and resolve issues/problems.	Essential	CV/Interview
Capability		
Proficient in the use of IT packages including Microsoft Office packages, in particular Word, Excel and PowerPoint and Co-Pilot.	Essential	CV/Interview
Excellent verbal and written communication skills.	Desirable	CV/Interview
Organised and able to manage a range of competing demands and work.	Essential	CV/Interview
Ability to work to a high degree of accuracy, with attention to detail.	Essential	CV/Interview
Ability to act as a team member and on own initiative with minimum supervision.	Essential	CV/Interview
Other requirements		

Flexibility and willingness to work between different locations.	Desirable	Interview
Isle of Man Worker.	Desirable	Application

People Qualities – Level 2

The Isle of Man Government People Qualities have been designed as a framework to support positive personal development for every individual within the organisation.