# Business administration ADMN

Managing and performing administrative services and tasks to enable individuals, teams and organisations to succeed in their objectives.

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| **Guidance Notes:**  Business administration tasks may include, but are not limited to, communication management, information organisation, scheduling, and coordination with internal and external stakeholders using various digital tools and platforms.  Management-level business administration tasks focus on planning, managing and coordinating the activities of individuals and teams to enable them to achieve their objectives efficiently and effectively. |

## Level 1

Performs routine administrative tasks in a structured environment.   
Follows clear procedures and uses standard digital tools.   
Organises and maintains information following agreed procedures.  
Assists with basic coordination activities.

## Level 2

Assists with administrative tasks for a team.   
Maintains systems for organising information and documents.   
Coordinates team activities and acts as a point of contact for internal and external contacts.  
Uses relevant digital tools and platforms.

## Level 3

Provides administrative support function to teams and meetings.  
Takes an active part in team discussions.   
Sets up and maintains systems for organising information and documents. Compiles and distributes reports.   
Provides guidance on administrative software, procedures, processes, tools and techniques.

## Level 4

Assists the teams and managers in ensuring they have the information and resources needed to support ongoing processes.   
Assists in planning for meetings. Liaises and organises across functions.   
Sets up and provides detailed guidance on software, procedures, processes, tools and techniques for administration and workplace productivity.  
Contributes to the development and maintenance of organisational policies, procedures, and documentation.

## Level 5

Manages the delivery of business administration services.   
Manages and prioritises the schedules and communication of senior managers and leadership teams to ensure efficient use of time and resources.  
Handles sensitive, confidential information.   
Ensures managers have the information and resources needed to support ongoing processes and changes in processes.

## Level 6

Leads and coordinates strategic initiatives working across departmental or functional boundaries.   
Designs, plans and coordinates high-level meetings and events, ensuring alignment with strategic objectives and desired outcomes.  
Provides direction and receives progress updates from members of an executive team. Meets collectively or individually with members of a leadership management team to follow up on action points, issues and risks. Reports on progress and resolves issues.   
Manages highly sensitive and confidential issues and information.