

Job Details			
Job Title:	Shared Services Administrator		
Function:	Route Services		
Job Reports To:	Team Manager		
Location:			
Job Number:			
Family:	Administration	Level:	1 Band: 6
<small>(Full details on Family, Level and Band can be obtained from Human Resources)</small>			
Job Purpose			
This role is responsible for the administration in the shared service centre, assisting in the delivery of local Key performance indicators and service level agreements within Network Rail Shared Services in accordance with statutory, regulatory, contractual, customs & excise and group policy and regulations.			
Safety Details			
1. This job MANAGES EMPLOYEES <i>(review and undertake the management accountabilities identified in the Managers' Handbook)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
2. This is a KEY SAFETY POST <i>(Section 4.1.2 of the Health & Safety Management System)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
3. This job requires SECURITY CLEARANCE <i>(e.g. Running of Special Trains)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
4. This is a SAFETY CRITICAL WORK POST <i>(Section 4.1.3 of the Health & Safety Management System)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
5. The job holder is required to hold a relevant TRACK SAFETY competence <small>(refer to the Job Description guidelines for detailed information on TRACK SAFETY competences)</small>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
Key Accountabilities			
<ol style="list-style-type: none"> 1. Deliver a right first time administration service within your team. 2. Deliver quality administrative outputs to prevent rework. Deliver the compliance to the administration of internal processes. 3. Consistently apply administration duties within your function. 4. Take personal ownership for the activities allocated, be aware of related measures and work with others to achieve these key performance indicators within your shared service team. 5. Undertake administrative tasks and certify that the team has adequate support to undertake other duties. 6. Update and maintain information held within the shared service centre, certify that when updating records on databases that the information you are entering is up to date and accurate. 7. Operate within the pre-agreed control framework, demonstrate a control mind set. Continually review the local framework for adherence, where gaps are identified take personal ownership to define, socialise and embed improvements within shared services. Work with all parties to reduce risk and the cost of control within your team and the wider centre. 8. Develop / continually improve relations with key stakeholders, play your part in embedding a customer centric culture where all team members consider the impact on customers and their future requirements. 9. Support the Network Rail better day every day initiative by highlighting areas of potential improvement at the daily / weekly focus groups. 10. Work with others to support a culture of operational responsibility where individuals, take personal ownership for delivery. 			

Job Skills, Experience and Qualifications

Essential

- Exceptional customer focus/engagement
- Proven administrative / analytical skills
- Experience of delivering continuous improvement
- Excellent communication skills

Desirable

- Occupational knowledge of subject areas
- Working towards or educated to degree level or equivalent
- Processing high volume activity
- ORACLE eBusiness Suite experience

Job Description Briefing

Date Job Description issued to, discussed with and understood by Post Holder -----

Name of Post Holder: ----- Signature: -----
(I confirm I have been briefed on the requirements of this Job Description and other related documents)

Name of immediate superior: ----- Signature: -----
(I confirm I have briefed the Post Holder on the requirements of this Job Description and other related documents)

Nominated Deputies

If this is a KEY SAFETY POST (2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must confirm that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description.

Name of Nominated Deputy: ----- Signature: ----- Date: -----

(As the Nominated Deputy for this post, I confirm I have been briefed on the requirements of this Job)

If there are more nominated deputies, they should sign further copies of this Job Description.

Amended by: Jason McGovern

Dated: September 2017

Version: 1