

Position Title

Corporate Administration Manager

Award Classification

Dorset Council Enterprise Agreement 2025, or any applicable Agreement that replaces it.

Date Reviewed

1 July 2026

Our Vision

An inclusive, thriving and connected community.

Our Values

Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

Creative Thinking

We foster a solutions driven environment that embraces innovation and inspires fresh approaches in adapting to, and creating, change.

Customer Service

We meet our service standards in a professional and responsive manner.

Engagement

We communicate openly and encourage the active participation of the community.

Respect

We engage in open dialogue, whilst accepting there will be differences of opinion.

Financial Responsibility

We deliver services to the community in a sustainable and strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

Position Objectives

The Corporate Administration Manager leads Dorset Council's Corporate Administration team and supports accurate, professional and responsive administration, customer service, records, rates, property and corporate support services.

The role helps Corporate Services operate as a practical internal support function by coordinating work, improving processes, maintaining clear records, preparing quality documentation and ensuring key actions are followed up.

The role provides day to day oversight of Council's customer service, administrative and corporate support functions including records, rates, property management, contracts, insurance, risk and statutory processes.

The focus is to lead the team, coordinate work, support good processes, maintain strong administrative and governance practices and escalate complex or higher-risk matters appropriately.

Key Responsibilities and Performance Requirements

1. Team Leadership and Service Delivery

- Lead, support and develop the Corporate Administration team.
- Set clear expectations around service standards, quality, accuracy, conduct and safety.
- Coordinate workloads, priorities and leave coverage.
- Provide guidance, coaching and constructive feedback.
- Address issues early and professionally.
- Build a positive, inclusive and accountable team culture.
- Support the team to adapt to change and improve the way work is done.

2. Corporate Administration, Property and Agreements

- Lead and oversee the delivery of corporate administration functions, including records, rates, property, property, events and contracts.
- Manage the systems, processes and controls that support the effective administration of contracts, leases, licences, facility use arrangements and other corporate agreements.
- Ensure key obligations, milestones, renewals, legislative requirements and follow up actions are identified, monitored and addressed in a timely manner.
- Maintain effective administrative and governance frameworks, including registers, records, templates, document controls and reporting mechanisms.
- Prepare, review and coordinate contract, lease, licence and agreement documentation within delegated authority, escalating complex matters as required.
- Liaise professionally with facility users, event organisers, vendors, contractors, legal advisers and other stakeholders.
- Support Council's governance, risk and statutory administration responsibilities through the coordination of relevant processes, reporting and documentation.

Key Responsibilities and Performance Requirements

3. Governance, Risk and Statutory Administration

- Prepare and contribute to Council reports, briefing papers, policies, procedures, correspondence, templates and other business documents.
- Ensure corporate documentation and supporting information is clear, accurate, well-structured and fit for purpose.
- Coordinate governance, statutory, integrity-related and information management processes including privacy, records management, right to information, complaints management and child and youth safe organisations requirements.
- Coordinate Council's risk, insurance, claims and business continuity functions and support internal and external audit activities through the provision of information, monitoring of actions and implementation of outcomes.
- Prepare and coordinate information and supporting documents for legal advisers, insurers, brokers, vendors and other professional advisers.

4. Process Improvement and Organisational Support

- Identify and implement practical improvements to procedures, systems, workflows and service delivery.
- Develop and maintain practical work instructions, templates, procedures and operational guidance.
- Support the effective use of corporate systems and digital tools.
- Help the team understand and adopt improved ways of working.
- Build strong working relationships across Council to support clear communication, collaboration and effective service delivery.
- Provide practical advice and recommendations, considering context, risks, impacts and organisational priorities when making recommendations.
- Support Corporate Services to be seen as practical, helpful and solutions-focused.

General

- Escalate complex, sensitive, high-risk or legally significant matters to the Director – Corporate Services.
- Perform duties safely and without creating an unacceptable risk to their own health and safety or the health and safety of others.
- Demonstrate a proactive approach to professional development by seeking and engaging in opportunities to build skills and knowledge that are relevant to the role.
- Comply with any direction or education provided by Council to safeguard the safety and wellbeing of vulnerable individuals, including children and young people.
- Maintain confidentiality, follow lawful instructions, and operate within delegated authority and Council's plans.
- Perform other duties within the scope of the role and as reasonably directed by the Director - Corporate Services.

Organisational Relationships

Reports To

- Director – Corporate Services

Direct Reports

- Customer Service Officers
- Customer Service and Rates Officer
- Records Management Officer
- Facilities & Compliance Officer

Internal Liaisons

- Management Team
- Council Employees
- Councillors
- Finance Team
- Governance, risk and compliance stakeholders
- Audit and Risk Committee stakeholders, where required

External Liaisons

- Community Members
- Various Government Departments
- Private and Professional Organisations
- Vendors, contractors and service providers
- Council's legal panel, insurers and brokers
- Other external stakeholders relevant to the role

Key Outcomes

Success in this role means:

- the team is clear on priorities, supported and delivering accurate, professional services;
- customer service, records, rates, property and administration processes are reliable and well coordinated;
- enquiries, requests, complaints, deadlines and follow-up actions are tracked and completed;
- reports, correspondence and supporting documents are clear, accurate and fit for purpose;
- property, events, contracts, leases, licences, insurance and risk activities are supported through good administration and follow-through;
- risks, issues, service gaps or sensitive matters are identified early and escalated appropriately;
- systems, templates, procedures and workflows are practical, current and used consistently; and
- Corporate Services is seen as professional, helpful and enabling.

Accountability, Authority, Judgement and Decision Making

- Authority and responsibility to carry out the functions, duties and responsibilities of the Corporate Administration Manager in accordance with Dorset Council policies, procedures, delegations and lawful directions.
- Accountable to the Director – Corporate Services for the performance of duties.
- The role is expected to exercise sound judgement, make practical recommendations, identify risks and issues early, and escalate complex, sensitive, high-risk or legally significant matters.

Skills and Knowledge

Essential

- **Team leadership:** Ability to lead, support, guide and hold the team accountable while maintaining a positive and professional culture.
- **Strong written communication:** Ability to prepare clear, accurate and professional reports, policies, procedures, correspondence, briefing notes and supporting documents.
- **Sound judgement and problem solving:** Ability to consider the facts, context, risks and impacts before making recommendations or escalating matters.
- **Customer service and stakeholder management:** Ability to communicate professionally and build effective relationships with community members, Councillors, internal teams, vendors, advisers and other stakeholders.
- **Attention to detail and follow-through:** Ability to maintain accurate records, track deadlines, monitor actions and ensure work is completed properly and on time.
- **Process improvement and digital capability:** Ability to improve systems, workflows, templates and procedures, and confidently use digital tools such as Microsoft 365 and corporate systems.

Desirable

- Local government or corporate services experience.
- Experience preparing reports, policies or complex correspondence.
- Knowledge of records, rates, property management, leases, licences or agreement tracking.
- Exposure to audit, risk, insurance, compliance or contract administration.

Education, Training and Requirements

Essential

- Certificate IV in Business, Administration, Leadership, Governance or similar, or equivalent experience.
- Experience in senior administration, corporate services, customer service or team leadership.
- Confident user of Microsoft Office / Microsoft 365.
- Current driver licence, or ability to travel as required.

Desirable

- Diploma or higher qualification in Business, Leadership, Governance, Risk, Compliance or similar.

Education, Training and Requirements

- Training or experience in local government administration.
- Training in records management, privacy, information handling or RTI.
- Training or experience in property management, insurance, claims, contracts, audit, risk or compliance.

Personal Attributes

- **Calm and professional:** Remains composed when managing competing priorities, sensitive matters or challenging conversations.
- **Quietly confident:** Provides steady leadership, influences others constructively and holds the line when required.
- **Thoughtful and considered:** Looks beyond the immediate issue, considers the broader context and makes practical recommendations.
- **Collaborative and approachable:** Builds positive relationships across the team, Council and the community.
- **Organised and proactive:** Anticipates needs, recognises issues early and follows through on commitments.
- **Discreet and trustworthy:** Handles confidential, sensitive or complex information appropriately.

I, _____ (*name*) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: _____ Date: _____