Administrative Processes and Systems Officer

Goal

To prepare, analyse, design, develop, manage and evaluate the procedures and structure of the administrative process and internal audits, taking account of the guidelines and procedures in order to arrive at administrative processes and systems that are structured and that function optimally.

Context

Reports to/receives hierarchical guidelines from one of the following officials:
- Managing Director
- Service Department Director
- Policy Director
- Head of Department

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RESULTAREAS

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Main activity	Frame	Result	Activity
1. Inventory and Analysis			
To analyse administrative processes and the administrative organisation	Administrative procedures and guidelines Administrative systems	Proposals, focused on optimising the existing administrative organisation and processes	- Inventorise and analyse preferences and requirements put forward by the organisation and users regarding administrative processes, systems, working methods and procedures - Perform analyses and indicate the possibilities for optimising processes, systems, working methods and procedures - Set pre-conditions for the design and implementation of processes, systems, working methods and procedures - Detect and analyse new developments that have consequences for the administrative organisation and make recommendations in this regard to the direct superior
2. Design			
To design and describe new and/ or improved administrative processes and procedures as a result of identified possibilities	Administrative procedures and guidelines Administrative systems	Optimisation of administrative processes, working methods and procedures	- Design and describe new and/or improved administrative processes, working methods and procedures - Advise on setting up, organising and maintaining manuals and documentation relating to the administrative provision of information - Propose improvements and evaluate the modifications to the administrative organisation proposed by the line management
3. Reporting			
To report on the findings regarding the suitability of new and/or improved administrative processes and procedures	Administrative procedures Agreements with management	Insight gained into the current situation, opportunities and risks with regard to the procedures in the administrative organisation as well as input for decisions on improving process manageability	- Analyse the information requirement - Analyse and interpret data and information - Assess the modifications made to the administrative organisation - Make proposals to improve administrative processes and systems - Draw up reports with management information
4. Test and Evaluate			
To test new and/or improved administrative processes and procedures	Functional specifications Guidelines and procedures	Insight gained into the functionality and suitability of new or improved processes and any desired adjustments	- Establish tests - Verify and evaluate test results - Detect deficiencies in new administrative processes and procedures and propose changes to the functionality - Accept new and/or improved administrative processes and procedures
5. Information Security			
To advise on and flesh out procedures and guidelines for	Information security policy of the institution and/or	Reliable and sound information processing and	- Monitor new developments in the area of information security - Explore and coordinate optimisation possibilities and pre-conditions in consultation with internal stakeholders, including management and IT specialists, and propose improvements

RESULTAREAS			
Main activity	**Frame**	**Result**	**Activity**
information security	faculty/faculties Administrative systems	provision	- Set up procedures and guidelines regarding information security, including authorisation structure - Provide documentation and facilitate information transfer with regard to security
6. Project coordination and management			
To monitor and analyse the operation and functionality of computerised administrative processes, focused on administration, as well as any necessary preventive and corrective measures	Requirements and standards Procedures and/or work instructions	Optimally functioning computerised processes	- Analyse operating problems of ICT products - Propose modifications to administrative systems - Answer work-related questions - Maintain contacts with departments that play a supporting role to IT
7. Projects			
To manage or participate in projects	Assignment specifications Employee's own discipline/ field	Project objectives achieved efficiently and effectively	- Participate in project meetings - Contribute to/carry out work related to the project, including communication and coordination - Formulate project objectives and set up a project structure and planning - Manage and coordinate the execution of the project - Inform people about the project and generate support for it - Produce progress report on the project and evaluate the end-results following an agreed period of time/periods of time - Ensure that the project is coordinated with other areas of responsibility

Ranking criteria Administrative Processes and Systems Officer

Function level / Ranking criteria	Administrative Processes and Systems Officer 1	Administrative Processes and Systems Officer 2	Administrative Processes and Systems Officer 3	Administrative Processes and Systems Officer 4
Analysis, design and reporting	Independently analyses problems and issues on the basis of independently developed working methods and approaches. Develop innovative insights on the basis of strategic policy lines. Analyses relate to administrative processes and systems.	Independently analyses problems and issues on the basis of independent insights and selected working methods. Independently arrives at solutions for the structure of the administrative work process. Analyses relate to administrative processes and systems.	Analyses and interprets problems and issues on the basis of general instructions. Arrives at solutions and tests these solutions against pre-defined criteria. Analyses relate to straightforward administrative processes and sub-systems.	Analyses problems and issues on the basis of clearly formulated assignments, instructions and standardised analysis methods. Arrives at solutions on the basis of known sub-solutions. Contributes to the analysis of administrative processes.
Functional management	Evaluates interconnected administrative systems. Develops, on instructions, an information plan for the medium term. Indicates consequences for working method, staffing, procedures and costs.	Independently evaluates administrative systems. Develops contours for a new system.	In collaboration with others, analyses the functioning of computerised systems. Develops alternative solutions with overviews of benefits and drawbacks and an indication of consequences and costs.	Detects shortcomings in computerised systems. Indicates possible concrete solutions.
Projects	Independently formulates project objectives and develops a project structure of complex and/or large-scale projects. Manages and coordinates the execution of the project. Coordinates with other projects.	Independently formulates project objectives and develops a project structure. Manages and coordinates small-scale and/or simple projects.	Contributes to the formulation of project objectives and develops a project structure.	Participates in projects.

Ranking Rules Administrative Processes and Systems Officer

Administrative Processes and Systems Officer 4 applies if all criteria as described for Administrative Processes and Systems Officer 4 are met
Administrative Processes and Systems Officer 3 applies if all criteria as described for Administrative Processes and Systems Officer 3 are met
Administrative Processes and Systems Officer 2 applies if all criteria as described for Administrative Processes and Systems Officer 2 are met
Administrative Processes and Systems Officer 1 applies if all criteria as described for Administrative Processes and Systems Officer 1 are met