3309

Job Title - Business Support Officer

Grade Scale 4

Job Description

Job Purpose
To carry out a range of administrative duties within Adults or Children's Services. The post holder will be required to work within any area covered by the Services as required.
Major Tasks
Generic tasks listed below: • To support the Council's vision and priorities both internally and externally • To identify and address individual development needs. • To identify and highlight resource issues to the Senior Business Support Officer/Team Leader. • To deliver standards which achieve equality of opportunity **Key Areas of Responsibility:** • Carry out a range of administrative duties including the maintenance of accurate records and systems, relating to the service, including any associated IT systems (e.g. Protocol, CareFirst, Electronic Data Management, Education systems, etc), file destruction, website checks and authoring, data collation and data quality. • Provide support and assistance on recording mechanisms to other workers, also to support mobile working. • Recommend and contribute to the development of systems and procedures to ensure the effective, efficient running of the support service. • Deal with a wide range of enquiries from employees and customers that will require patience, understanding, basic service knowledge and an ability to establish the exact nature of the problem/enquiry. • To initiate and process routine correspondence, reports and other documents as directed, to support professionals. • Processing payments, invoices, checking orders, etc, using appropriate software. • Regular contact with finance colleagues in monitoring payments and raising invoices, as required. • Safe and Well procedures. • Diary management. • Arranging meetings and training, collating information relating to invitees and attendees, and minute taking for a wide variety of complex meetings. • Attend and participate in relevant meetings. • To carry out other general office duties under the guidance of a Senior Business Support Officer or the Team Leader Business Support or other Team Leaders. • To promote standards which achieve equality of opportunity. • To ensure personal adherence to all relevant Policies & Procedures. • Any other duties commensurate with the post. • To work in a flexible way that meets the requirements of the service.
Contacts & Relationships
• Service users, their families and members of the public, providing initial information. • Regular contact with finance colleagues, as required • Statutory, Voluntary, Independent and Faith Group Partner Organisations, including Schools

- Team Leaders, Group Managers, Service Delivery Managers, Team Members and Assistant Directors on a day to day basis as part of their role when appropriate.

Creativity

- To input client information on a number of client databases in an accurate and timely fashion, contributing to the completion of statutory returns.
- To respond appropriately to telephone and face to face enquiries from services users, their families and the general public.
- Take minutes, collate information and prepare straight forward reports
- To arrange to order stationery and consumables for the Team, ensuring adequate stocks and deal with requests for repairs/maintenance of equipment and the building.
- To use imagination and creative skills to identify new opportunities for working smarter across services.
- Recommend and contribute to the development of systems and procedures to ensure the effective, efficient running of the support service.

Decisions

- The post holder should be able to work under pressure, using their own initiative, prioritising their work on a day to day basis and meet deadlines, in consultation with their Senior Business Support Officer or Team Leader.
- Be prepared to adapt to new situations.

Management & Supervision

The post holder will have no supervisory responsibilities.

Supervision Received

- The post holder will receive regular supervision and support from their Senior Business Support Officer.
- The post holder will organise their own workload, seeking advice from their Senior as required.
- The post holder will be required to undertake some duties with minimal supervision.

Complexity

- To maintain client records and provide accurate information for the Service, as and when required.
- To maintain and update Managers' diaries, co-ordinate a range of meetings as directed, take minutes and undertake follow-up actions. Bearing in mind the subject matter of some meetings, the post holder will require the resilience to deal with information which can be of a distressing nature.
- To process orders relating to premises and services provided/arranged for clients and maintaining budgetary information on the appropriate computer system.
- To write and type routine correspondence, compile reports and other documents as required.
- To undertake financial tasks, including the maintenance of Imprest Account, ensuring all payments are accounted for.
- In taking notes at meetings which cover complex issues, the post holder will require excellent listening skills and an ability to draw out salient information for the minutes.
- In order to efficiently and effectively meet the needs of the service the post holder will provide lead support for one or more teams but will also be required to work across and support all teams as necessary.

Resources

- The post holder will have responsibility for dealing with cash and cheques and processing invoices.
- The post holder will have responsibility for requisitioning on Agresso.
- The post holder will be responsible for processing Personal Sensitive Information.

- The post holder will have responsibility for covering reception at locality sites with associated duties, including working at reception without other colleagues, which may present possible risks and challenges.
- The post holder may be asked to safeguard service users personal possessions

Impact

- The post holder is a first point of contact for members of the public/service users.
- The post holder is responsible for ensuring accurate, confidential information is provided, including for statutory returns, and that key deadlines are adhered to in the completion of tasks.

Physical Demands

- The level of physical demands would be that expected of a typical desk based job, such as carrying laptop and/or files or other equipment, to meetings or other locations, and setting up for meetings/training events. There may be the demand for more than this. However, this would not be a typical or significant part of the job.

Working Environment

- In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits.
- The post holder may face verbal abuse/challenging behaviour via the telephone and face to face.
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Emotional Context

- The emotional strain or distress this role is expected to face would be variable however there will be times when the post has contact with information that may be upsetting.
- The post holder may be required to deal with upsetting and/or distressing subjects, such as responding to complaints about care providers, or safeguarding of vulnerable adults or handling sensitive information regarding young people and exploitation or abuse, for example.
- The post holder may be required to work in a front facing role, where the likelihood of contact with distressed/aggressive callers is higher.

Other

The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.

The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.

The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

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Person Specification

Criteria	Standard
Qualifications	• GCSE (Grade A-C) in English Language and Mathematics or equivalent. • RSA Stage II Typing, or recognised IT qualification or equivalent • NVQ Business Administration 3 or equivalent, or working towards it or ability to achieve within agreed timescale • Evidence of commitment to continued development both professional and personal
Experience	• Experience of working in a busy office environment. • Experience of dealing with the general public. • Using systems and databases to retain data
Knowledge	• Knowledge of client based electronic information systems. • Use of word processing systems. Ability to manage and maintain paper and computer data storage systems. • How to produce correspondence and present information • Information sharing and data protection • Equal opportunities and diversity
Skills	• Ability to communicate effectively with service users, carers, colleagues and the public, verbally and in writing. • The ability to work unsupervised, as part of a team and under pressure is essential. • Ability to demonstrate a high standard of written and verbal use of the English Language. • Ability to provide accurate and timely administrative support • Minute taking skills • Ability to meet travel requirements of the post.
Personal style & behaviours	• As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. • Develop good relationships with others by behaving with integrity and treat people with respect • Promote diversity and equality of opportunity • To receive callers, both in person and on the telephone, ensuring that all callers are received in an efficient and helpful manner and that distressed callers are dealt with sympathetically. • Emotional resilience • Organised and accurate • Can develop good working relations • Prepared to work flexibly
Fluency Duty	This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken

	English which is sufficient to enable the effective performance of their role. This post has been assessed as requiring the ability to converse at ease with customers and provide advice in accurate spoken English.

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	√
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

https://www.gov.uk/disclosure-barring-service-check