



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

Standard Template

JOB TITLE:	Business Support Officer (Early Help and Social Care)		
GRADE:	G5	SERVICE AREA:	Administration & Business Support
JOB CODE:	RT358BSEHG5 JE checked 09/02/2022		
REPORTS TO:	Business Support Team Leader	LOCATION:	Anywhere in the borough of Walsall
SPECIAL CONDITIONS:	<p>The post holder will be expected to be flexible at all times, to include:</p> <ul style="list-style-type: none"> • Assist with maintaining confidentiality, understanding that the work undertaken will be of a highly sensitive nature and must not be discussed or disclosed to any other officers or agencies without prior agreement or family consent. • Covering for colleagues who are absent or need short-term support to cover ad-hoc demand • Working at different offices within the borough • When booking leave, regard is to be given to prevailing workloads and deadlines • In exceptional circumstances may be expected to work outside normal hours including evenings or weekends • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers • Casual Car Allowance 		

1. Main purpose of the job role:

- To provide an effective administration and business support service, including initiating, undertaking and completion of tasks, on behalf of all Directorates. To be part of a team who provide timely, and efficient support, which maximises organisational technology in all its forms.
- To provide a quality support service, which underpins all Directorates in delivering its core statutory business in the most seamless way, whilst also operating in a way that provides robust system based audit trail across all areas of activity and compliance with national legislation and local policies, procedures and priorities, and escalate as appropriate.
- To work as part of a business support team ensuring the team is proactive, responsive, flexible, efficient and has a strong customer focus, ensuring that all customer are dealt with in a professional and confidential manner, in line with agreed processes, taking ownership to ensure effective resolution.
- To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, the Data Protection Act/GDPR Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and Council-wide priorities.

2. Role specific duties and accountabilities:

- To proactively provide Business Support functions, including administrative services; incoming/outgoing post records management, finance systems, inputting into systems as applicable to each service and other databases administration: the arrangement of meetings and note taking; using appropriate administrative techniques including diary management; Microsoft Office; PowerPoint and other IT skills as required, To work as part of a team as the central point of contact for customers and operational colleagues in the raising, allocation and completion of jobs.
- To undertake telephone and reception duties, ensuring good standards of customer care, dealing with enquiries from a range of stakeholders. To undertake generic inbox management on behalf of services. Ensure that correspondence and other information is acknowledged and responded to as applicable and is appropriately filed; electronic files are kept up to date and that bring forward and reminder systems are operated efficiently.
- To be responsible for independently arranging meetings and training courses with internal and external parties (identifying appropriate agency attendance), coordinating all arrangements, including ensuring all required paperwork is completed within statutory timescales and circulated to relevant parties preparing and distributing agenda items, information packs and any other documentation, including booking rooms, arranging and/or setting up appropriate IT equipment, ordering refreshments and inviting participants using electronic or traditional methods.
- Organise and attend non-statutory and statutory meetings and working parties to take action points /notes as necessary, formalising notes into appropriate formats and distributing accordingly.
- To transcribe recordings of meetings into minutes of the meeting into the appropriate template.
- Organise and attend meetings such as Family Safeguarding Supervisions, and update workbooks on the appropriate client management system live in the meeting.
- To provide directorate service areas with interview support, meeting and greeting interviewees, photocopying and scanning key documentation, assisting with producing and collating assessment documentation and on boarding of successful employee.
- To support as appropriate checks (eg. DBS) for Foster Carers.
- To proactively arrange conference, travel bookings for colleagues, including where appropriate overnight accommodation.
- To liaise with Education partners and Government agencies to ensure records are maintained and updated regularly and information is available for funding claims.

Team Working

- To work co-operatively and collaboratively with colleagues within the values of the Service / Directorate and the Council so as to achieve the aims, objectives, standards and targets of the post, the team and the Council.
- To work as part of a flexible team providing a high quality service to officers, Service areas and Directorates.
- To work as part of a team to ensure the effective and efficient delivery of service at the initial point of contact
- To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under health and safety legislation is required.
- To use personal skills, knowledge and experience to optimum effect within the limits of the post.

- To initiate, attend and be an active participant in working / project groups and other meetings as the team's representative to identify, discuss and resolve current issues.
- To inform relevant senior officers of all matters of concern arising within the scope of the post.

Financial

- To monitor financial transactions undertaken in the office, ensuring they meet the Council's audit procedures and financial regulations. Bring any concerns or irregularities to the appropriate Council manager
- Carry out financial administration banking / operating oracle system / petty cash / responsible for spend on allocated purchase cards / WS80 monies / Payment cards etc.
- To ensure safe and petty cash keys are administered in accordance with official procedures.
- To hold a purchase card to the required level of authorisation
- To undertake banking arrangements in line with audit procedures, including ordering and arranging delivery of money and distributing in line with financial processes.

Quality

- To seek to continually improve administration systems in use within the team, particularly in relation to how these impact on the post.
- To participate positively in the implementation of new working methods and practices as required.
- To play a key role in identifying and in liaison with the Business Support Team Leader implementing areas for improvement
- To maintain a good understanding of, and competence in using, the administrative and ICT systems in use within the service.
- To use own initiative and problem solving skills to ensure improvements are continuously made to systems and processes.

Recording and Information Processing

- Producing summaries of financial data and other information, preparation of tables and diagram from raw data
- Accurately processing various sources of data using variety of programmes, including databases and spreadsheets
- Maintaining programmes including assisting in any analysis and statistical returns
- Assisting with the maintenance of quality standards in relation to data.
- To collate data against agreed datasets, analyse statistics on all and present data

Office Systems

- To input, access, maintain, interpret and report on information stored on the councils ICT systems (e.g. Oracle / Mosaic / Capita-1, Childview etc).
- Responsibility for the implementation and maintenance of office systems, including filing, scheduling, archiving etc., delegating where appropriate
- Supporting where appropriate, the monitoring of staff attendance in accordance with the flexi procedure, advising staff and ensuring appropriate records/systems are maintained.
- Supporting the Foster Carer checks (including DBS process) from start to end for existing carers/associates and staff, including undertaking checks and ensuring applicants complete the applications.

General Systems

- Prioritising own workload at all times to ensure efficient running of the office
- Maintain a professional workspace by keeping workstation, office, waiting areas clean and tidy at all times
- To support the service in meeting its health and safety obligations in relation to buildings and people
- To undertake training and constructively participate in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder
- Demonstrate through personal and professional example a commitment to equality of opportunity for staff and service users and to challenge discrimination and other forms of unjust behaviour
- The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties
- Be aware of and comply with policies and procedures relating to health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Participate in training and other learning activities and performance development as required
- To undertake any other task that might reasonably be required within the grade and overall functions of the post.

Staffing Responsibilities

- To work with Business Support Team Leaders to ensure appropriate plans are in place for the team (i.e. Business Continuity, Health Safety and Risk Assessments)
- Ensure continuity of office cover during office hours, including lunch time, flexi, annual leave and sickness etc.
- To work with Business Support Team Leaders to implement change activities within the service

Personal Development

- Line manager an Admin apprentice, supporting their development and training whilst gaining supervisory skills. Including undertake their APC/supervision and dealing with any staffing issues – supported by the Team Leader.
- The post holder with support from the line manager is responsible for their self-development on a continuous basis and as such will be expected to undergo suitable training / shadowing.
- To undertake training and constructively participate in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Participate in training and other learning activities and performance development as required
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To take personal responsibility for remaining aware of the relevant key issues including those of the Corporate and Directorate Plans.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE Business Support Officer (Early Help and Social Care)	GRADE G5	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible : at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium =2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Excellent standards of literacy and numeracy	A/I/T	3
Must possess excellent organisational skills and ability to work on own initiative	I	3
Must possess excellent communication skills both verbally and written	A/I/T	3
Demonstrate the ability to be an assertive and confident communicator when dealing with difficult situations.	I	2
Must be able to prioritise a heavy workload of a diverse nature	A/I	3
Able to demonstrate excellent clerical, administration skills	A/I	3
Able to demonstrate an understanding of financial processes (e.g. Invoicing/handling petty cash).	A/I	3
Ability to interrogate records and statistical information including data manipulation	A/I/T	2
Possess excellent IT skills which must include experience of Word, Outlook, PowerPoint and Excel.	A/I/T	3
Must have customer care skills	A/I	3

Demonstrate independent thinking and decision making skills	I	2
Ability to manage the delivery of business support across multiple teams.	I	3
Must show initiative on a range of issues	A/I	2
Must be able to prioritise a heavy workload of a diverse nature	A/I	3
Have an appreciation of basic health and safety knowledge in relation to the work environment	A/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Demonstrate organisational skills in a work environment	A/I	3
Able to demonstrate comprehensive experience for arranging, attending and minute taking meetings and transcribing recordings of meetings	A/I	3
Must possess excellent communication skills both verbally and written	A/I	3
Demonstrate experience of regularly drafting routine correspondence	A/I	3
Demonstrate working as part of a team on change initiatives activities	A/I	3
Have a broad experience of organising visits, conferences and functions to a high standard	A/I	2
Demonstrate independent thinking and decision making skills	A/I	2
Confident in working on own initiative on a range of issues	A/I	3
Must be able to demonstrate an awareness and understanding of equal opportunities issues	A/I	3
Experience of working in a fast pace administration environment where multiple demands could be made at any one time.	A/I	3
Experience of providing high level customer service	A/I	3
Experience of operating within data protection protocols	I	3
Experience of organising events	A/I	2
Experience of effective management of filing systems – both manual and IT systems.	A/I	3
Experience of IT software, particularly Microsoft package covering Work, Excel, PowerPoint and Outlook.	A/I	3
Evidence of continuous professional development (where applicable)	A/I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
To have the following qualification or ability to demonstrate equivalent experience. Educational Attainment to a GCSE level A-C or equivalent NVQ 3 in administration	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
Prepared by:	Y Tarring	Date: 22 2 22