

		JOB DESCRIPTION		Form JD1	
JOB TITLE: Business Support Assistant			POST NUMBER: 1100DFP/ 1100DFO/1100DFQ/1100DFR		
REPORTS TO:			Business Support Officer		
DEPARTMENT: Business Support Service – Customer & Business Support Services (CBSS)			GRADE: 4		
JE REF:		3426 B00695	PANEL DATE:		16/12/2014
1.	MAIN PURPOSE OF JOB				
	Working within an agreed set of priorities and standard operating procedures, provide business support to a range of services, working flexibly to assist in the reconciliation of competing demands for business support.				
2.	CORE RESPONSIBILITIES, TASKS & DUTIES				
	i	To undertake word processing for a variety of services including for example standard letters, reports and the preparation of presentations.			
	ii	Act as a point of contact for the business with various departments across the Council.			
	iii	To contribute to responding to internal and external queries when appropriate, providing information, advice and guidance in line with standard operating procedures and often guided by legislation.			
	iv	Undertake data-inputting across a variety of office systems and often in line with statutory provisions, ensuring the council has accurate records about equipment, assets or customers.			
	v	To assist in the management of information on various office systems, maintaining computerised records and undertaking data analysis to produce management information.			
	vi	Using a variety of office systems, process a range of both internal and external claims and applications.			
	vii	To service standard non-sensitive meetings including managing invitations, preparing agendas, distribution of papers and minute taking.			
	viii	To assist in the maintenance of effective records on behalf of the council, including filing, archiving, distribution and retrieval, and confidential waste secure disposal. This may also include scanning and indexing.			
	ix	To provide routine business support cover to a variety of services to include basic reception duties, mail distribution, welcoming visitors and managing incoming messages.			

	x	To undertake routine record keeping across a number of council internal standard office procedures, for example, sickness absence monitoring, PAT tests, first aid, accident records, service inventories, timesheets and expenses claims for example.
	xi	Provide support to a range of events such as workshops, conferences and seminars or internal training events for example.
	xii	Assist in the maintenance of bespoke mailboxes. For example ensuring timely receipt, ensuring auto responses and responding in full or forwarding mail to relevant officers for action where necessary.
	xiii	Undertake a wide range of routine technical administration in relation to the Council's financial systems, including the raising of purchase orders, processing of invoices on the council's P2P system and recording petty cash for example, inline with the Council's financial regulations.
	xiv	Maintain web based information provided to customers on behalf of a variety of services using web content editorial systems.
	xv	Assist in the control of stationery and associated business supplies, ensuring accurate records are kept in line with audit requirements.
	xvi	To manage the diary of another/ other members of staff, booking rooms, travel and accommodation, as necessary.
	xvii	To provide 'on the job' training to others in supporting the transferring of skills, knowledge and experience across the team.
	xviii	To undertake training as appropriate to ensure the business needs set out in Service Level Agreements can be met by the function.
	xix	Maintain a high level of customer care at all times, acting with integrity and respecting council policies and procedures in relation to, for example, staff conduct and confidentiality.
	xx	To contribute to the development and continuous improvement of processes, systems and procedures employed by Business Support, including providing cover as appropriate.
3.	SUPERVISION / MANAGEMENT OF PEOPLE	
	<ul style="list-style-type: none"> No reporting staff. 	
4.	CREATIVITY & INNOVATION	
	<ul style="list-style-type: none"> The post holder will be subject to supervision and procedural guidelines, though will need to think creatively when contributing to the development and continuous improvement of administrative systems. 	
5.	CONTACTS & RELATIONSHIPS	
	Internal <ul style="list-style-type: none"> Daily contact with operational and professional officers within all Directorates and associated service areas/teams in the delivery of service requirements guided by the Service Level Agreements. 	

	<ul style="list-style-type: none"> • Daily contact with supervisors and colleagues, across the areas of responsibility, calling for the exchange of information orally, in writing or electronically where tact and discretion may be required. • Some contact with I.C.T and Systems Support teams to ensure that upgrades and systems enhancements are developed and implemented with minimal disruption to the delivery of service. <p>External</p> <ul style="list-style-type: none"> • Daily contact with customers. • Daily contact with suppliers and contractors – ordering, delivery and payment of goods and services. • Some contact with Government Departments and organisations (including regulatory bodies). • Daily contact with agents and stakeholder organisations – developers, health services. 				
6.	<p>DECISIONS – discretion & consequences</p> <ul style="list-style-type: none"> • The post holder is required to carry out either general or technical work across a range of council services, the majority of which will be covered by standard operating procedures and overseen by a Business Support Officer. However, the post holder is required to undertake a range of activities that are guided by legislative requirements, the misinterpretation of which could lead to official complaints and appeals processes/ may lead to compensation and/or legal cases/ financial impact/damages • The consequences of inputting data inaccurately onto Council Systems could result in failure to provide appropriate services, impact on the quality of a service and could result in adverse media attention or reporting inaccurate information to managers or outside departments and agents. • The post holder will also be required to action non-complex customer enquiries and requests, provide advice and guidance to a range of stakeholders. The consequences of providing inappropriate or inaccurate information to stakeholders could result in failure to provide appropriate services, impact on the quality of provision and ultimately in customer dissatisfaction. 				
7.	<p>RESOURCES – financial & equipment <i>(Not budget and not including desktop equipment.)</i></p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;"><u>Description</u></th> <th style="text-align: right;"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td>Normal office equipment.</td> <td></td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	Normal office equipment.	
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<p>8.</p>	<p>WORK ENVIRONMENT</p> <p>Work demands</p> <ul style="list-style-type: none"> • All of the tasks will need to be carried out within the expectations set out in service level agreements, which may involve working to tight deadlines and supporting the achievement of targets. • The post holder will be required to respond to unplanned work and competing demands. <p>Physical demands</p> <ul style="list-style-type: none"> • Normal office environment. <p>Working conditions</p> <ul style="list-style-type: none"> • Normal office environment. <p>Work context</p> <ul style="list-style-type: none"> • Normal office environment. • The jobholder may be expected to attend public consultations and meetings, greet members of the public, organise refreshments etc. • There is a risk of conflict with the public either face to face, on the phone or via electronic communication methods as the post holder may be required to deal with fines and charges and these are emotive issues for the public. • The post holder will be expected to maintain a high degree of confidentiality whilst accessing sensitive information.
<p>9.</p>	<p>KNOWLEDGE & SKILLS</p> <ul style="list-style-type: none"> • Educated to GCSE level (or equivalent) or higher, (min. Maths and English to Grade C or higher). • Qualification in relation to customer care or equivalent experience in dealing with customers including members of the public. • High degree of computer literacy and experience of working with information technology in an office based environment (word processing, databases, spreadsheets), sufficient to provide high-quality, accurate documents and management information. • An in-depth knowledge of data retention guidelines, and understanding of how these are applied to physical and IT records. • Ability to prioritise work effectively, flexibly and with minimum supervision to meet tight deadlines. • Effective interpersonal and communication skills, both written and oral, including tact and diplomacy when dealing with customer queries. • Adaptable and responsive to change with the ability to make suggestions on how to improve processes/ways of working. • Ability to work effectively within a team as well as on own initiative • Organisational skills, including time and task management

	<ul style="list-style-type: none">• Ability to provide on the job training to others, transferring skills and knowledge as appropriate.
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10.	POSITION OF JOB IN ORGANISATION STRUCTURE <table border="1"><tr><td>Head of Business Support Services</td></tr><tr><td>Principal Business Support Officer</td></tr><tr><td>Business Support Officer</td></tr><tr><td>This Job: Business Support Assistant</td></tr></table>	Head of Business Support Services	Principal Business Support Officer	Business Support Officer	This Job: Business Support Assistant
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