

Grading

Job Description and Employee Specification

<u>Job title:</u> Business Support Assistant	<u>Service area:</u> Adults and Community Wellbeing
<u>Post number:</u>	<u>Division:</u> West and Regulated Care
<u>Grade:</u> 4	<u>Section/team:</u> Home First Community
<u>Overall purpose of job:</u> Working as part of a 7 day rota, effectively provide administrative support, including typing, clerical and keeping records.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Deliver an efficient administrative support service including word processing, processing of timesheets and associated queries, photocopying, mail sorting and delivery, document (including controlled stationery) collation, production and distribution, routine mathematical/ statistical work, and making routine telephone enquiries. 2. Advise staff and members of the public by providing and explaining information seeking alternative sources of assistance/information when necessary. 3. Signpost enquiries to relevant services, partner agencies and external organizations as appropriate 4. Use North Lincolnshire Council's IT systems to input data, create and manage spreadsheets, word process letters, memoranda and reports from written drafts, including work of a confidential nature. 5. Provides a high quality and efficient meeting servicing services, duties to include taking and circulating minutes and undertaking any follow up actions as required.	

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6. Participates with the raising and processing internal and external invoices in line with financial guidelines and authorisation of line manager/budget holder, to include ordering, receiving and distribution of stationery and other items.
7. Participates with the collection, handling and processing of cash relating to various payments, imprest accounts and other funds eg comforts fund
8. Assists in the management of Health and Safety issues, including fire regulations, first aid and the site buildings.
9. Under the guidance of Line Manager takes a lead role in small administrative projects eg survey administration, to include screening of telecare referrals and updating quality assurance systems. Running of reports.
10. Allocates and checks the work of team members on lower grades and provides guidance and support in relation to key tasks.

Knowledge, skills and experience:

NVQ Level 2 in Business Administration or equivalent knowledge, skills and experience.

- Knowledge of Data Protection Act, Freedom of Information Act, Caldicott principles and confidentiality guidelines.
- Knowledge and experience of operational administrative support systems, quality assurance systems and experience of following policies procedures and practices.
- Well-developed skills in written and verbal communication, together with the ability to create documentation from source information.
- Basic knowledge in relation to supervising team members with the ability to provide guidance and support.
- Knowledge of budget monitoring processes.
- Experience of cash handling and associated processes
- Well-developed knowledge of I.T. applications/software and well developed skills in IT, including inputting statistical information and checking spreadsheet formulae.
- Knowledge and skills to prepare more complex minutes.
- Knowledge of customer care principles and the ability to make improvements to our Customer Care processes.
- Knowledge and skills to be able to negotiate deadlines.
- Ability to prioritise and organise own workload.

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Creativity and innovation:

- Adjust operational administrative support systems as required.
- Proposing and making contributions to the development of the Business Support Team.
- Adjust systems and processes to support the distribution of information within and across localities and the collection of quality assurance data and information.
- Design and produce presentation and statistical materials with the guidance of line manager.
- Prepares responses to queries from members of the public in various formats.

Contacts and relationships:

- . Promotes positive relationships with people, families and carers or their representatives in a way, which seeks to value and keep them central to any planning process -monthly
- Contact with external agencies and providers in order to maintain develop and promote good working relations, eg charitable or voluntary organisations - occasionally
- First point of contact for internal and external professional partners – daily.
- Promotes two-way communication with all agencies the general public and individuals – daily.
- Contact with Team Members eg peers and across adult services..-weekly
- Engaging with all service areas external partners, people, family and carers to ensure a holistic approach is delivered-routine – daily

Decision making:

- Decides when matters should be referred to the Business Support Officer.
- Advise staff and members of the public by providing and explaining information.-daily
- . Seek alternative sources of assistance/information when necessary.
- Decides on the appropriate format of presentation. When necessary
- Decides on the appropriate format of response when dealing with enquiries from members of the public. - daily
- Signposts staff and public enquiries accordingly. -daily

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- Workload assessment in relation to Business Support Clerks - daily

Responsibility for resources:

Financial resources:

- Shared responsibility, across the Business Support function, for the Operational Support Imprest account (ie cash and bank account) Maximum value of £100.
- Maximum value of cheques to bank in relation to comforts fund will not exceed £300.

WORK ENVIRONMENT

Work demands:

- Provision of services to a number of different service teams, carers, stakeholders, partner organisations and individuals involving conflicting demands, frequent interruptions, changing deadlines and conflicting priorities. These demands are brought about as a result of wide ranging service delivery requirements and pressures, as operational support staff provide support services to all service areas and must react effectively to such demands.
- Workload as directed by the Business Support Officer.
- Working to deadlines, including ensuring the co-operation of other staff from other service areas, partner agencies, and external organisations as appropriate.
- Required to work over a 7 day rota.

Physical demands:

The role requires normal physical effort. Where moving or handling of equipment, furniture and files is required, post holder must adhere to North Lincolnshire Moving and Handling guidelines.

Working conditions:

The post will be office based with a requirement to work from other locations as directed by line manager.

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Work context:

- Minimum risk
- Ability to transport self between sites where admin support is required.

Position in organisation:

Indicate how many staff the post is directly accountable for:

Are posts in more than one location? Yes ☐ No ☐

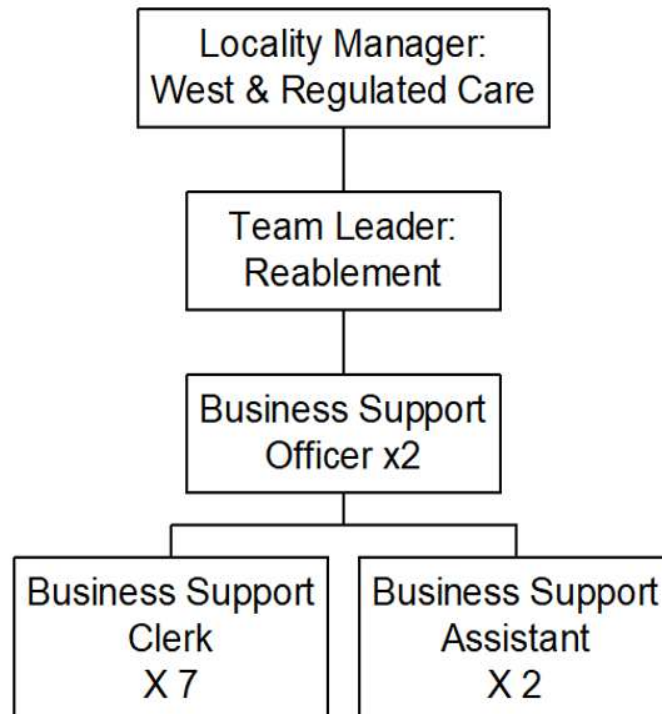
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes ☐ No ☐

Please indicate which post(s)

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.

**Job Description Version Control**

Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Knowledge and experience of operational administrative support systems, quality assurance systems - Experience of following policies, procedures and practices - Experience of cash handling and associated processes - Knowledge of data protection act, Freedom of Information Act, Caldicott principles and confidentiality guidelines - Well-developed skills in written and verbal communication, together with the ability to create documentation from source information - Basic knowledge in relation to supervising team members with the ability to provide guidance and support - Knowledge of budget monitoring processes - Well-developed knowledge of IT application/software and well-developed skills in IT, including inputting statistical information and checking spreadsheet formulae - Knowledge and skills to prepare more complex minutes - Knowledge of customer care principles and the ability to make improvements to our customer care processes - Knowledge and skills to be able to negotiate deadlines - Able to prioritise and organise own workload	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Original documents
NVQ Level 2 in Business Administration or equivalent knowledge, skills and experience	
Working Arrangements	Interview
- Works over a 7-day rota covering the hours of 9 to 5 - Ability to transport self between office bases as directed	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Experience of providing administrative support within a health or social care setting - Supervisory experience	

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Knowledge, Skills and Experience	Interview
- Advanced level IT skills - Ability to manage and support multi-agency meetings - Basic understanding of central government, health and third sector organisations in relation to Adult Social Care - Adaptable and flexible	
Education, Training and Qualifications	Original documents
Working Arrangements	Interview

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☐

No ☐

Political restriction

Yes ☐

No ☐

The ability to speak fluent English under the Immigration Act 2016

Yes ☐

No ☐

• Version Control

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