

Job Description

Job Title	Business Support Officer
Grade	Band D
Reporting To	Manager of Grade F or above
JD Ref	BUS0149G

Purpose

Provide effective administrative support for the service including the use of new technology and work collectively with colleagues across Children's Services to ensure Children's services is making Wirral great for children, young people and their families.

Main Duties And Responsibilities

1. Undertake effective general admin/office and reception (where relevant) duties to support colleagues across the directorate to perform their roles. According to the nature of the Team, these may include: -

- Maintenance and ordering and receipting of goods and services including booking transport and accommodation and processing professional fees.
- Data collection/ processing/input into various systems/databases.
- Filing, scanning, photocopying and emailing.
- Collection and distribution of mail.
- Assisting in the maintenance of paper and electronic case files.
- Word processing and typing services.
- Preparing written correspondence as required.
- Diary management including booking associated rooms.
- Cash handling responsibilities.
- Maintaining relevant in trays.
- Minute take events and meetings, sending invites, coordinating agendas.

and associated papers, booking and setting up relevant rooms, circulating minutes and coordinating refreshments.

- Searching for names within subject access requests that are not the subject and redacting accordingly.

2. Support the work of other administrative staff including deployment across service areas, as required. A willingness to provide reciprocal cover for other work at other offices as required.

3. Provide support, advice and guidance on administrative issues to colleagues, managers, service users and external agencies.

4. Ascertain the requirements of personal and telephone callers to respond accordingly providing information and/ or directing them as necessary.

5. Assist in the day to day running of operational support.

6. Assist in the recording and production of statistical management information. Providing simple reports from systems where appropriate.

7. Develop spreadsheets, maintain appropriate recording and information systems. Assist in ensuring data quality is maintained.

8. Where statutory timescales are necessary for you to undertake your role, adhere to, and advise key stakeholders regarding, statutory timescales and requirements where relevant. Escalating to relevant managers when statutory requirements are not adhered to.

9. Any other duties commensurate with the grade.



Role Specific Knowledge, Experience And Skills

Qualifications

- Numeracy and Literacy (GCSE level or equivalent experience).
- Advanced qualifications, for example IT, databases and software. NVQ Level 2/3 Business Administration / Customer Care or equivalent. Training/qualification in administration, finance and budget management.

Knowledge & Skills

- The ability to ensure that all data/documentation is handled securely and in strict compliance with data handling principles/policies as per council training.
- Competent in relevant Microsoft packages.
- Ability to converse effectively orally and in writing with colleagues, agencies and members of the public and provide clear advice.
- Good time management and ability to prioritise workload to meet the demands of the service.
- Knowledge of Local Authority Financial Procedures.
- Knowledge of children's services policy and procedures.
- Knowledge of services available to children and young people.
- Ability to assist in the production of statistical information.
- The ability to minute take direct onto the computer.
- Knowledge of a range of databases/ systems.
- Knowledge of Health and Safety at work principles.

Experience

- Working with information and providing reports.
- Working with a range of databases and information systems.
- Experience of Business Administration functions and applications.
- Ability to work independently.



- Ability to meet deadlines and work effectively under pressure.
- Ability to resolve issues proactively.
- In procurement processes.
- Working with a range of internal and external partners.
- Setting up and maintaining spreadsheets.
- Experience of customer care and the importance of this.
- Diary management experience.

Additional Information

The ability to work flexibly across the borough to meet delivery requirements of Children's services

Ability to work both independently and as part of a team.

This document should be viewed in combination with the Service Level Agreement for the area within which the post holder is operating.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Head of Service

Date Of Approval: 18/02/2020

