

Job Title: Business Administrator
Grade: 4

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Families and Communities aim to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can.

Reporting Relationships

Responsible to: Family Hub Manager

Responsible for: N/A

Key Accountabilities:

1. To provide excellent customer care and professional reception services, including:
 - Meet and welcome children (0-19 yrs), parents and service providers to the centre
 - Manage an electronic diary of activities and room bookings
 - Deal with incoming telephone calls and enquiries about services
 - Register new users
2. To use, maintain and monitor extensive and varied IT facilities including specific responsibility for:
 - Co-ordination and maintenance of data for the “Building Resilient Families” initiative
 - Information systems for the input and retrieval of data
 - Extracting and presenting data to assist in the management of performance
 - Use of office Intra/Internet facilities
 - Use of digital and scanning equipment
3. To fully utilise the services data recording system to register new users and maintain records of attendance for some activities, as directed by the Family Hub Manager.
4. To take a lead, with colleagues, in ensuring the smooth running of activities in the centre, by supporting activity providers and users as required.

Children and Families – Children’s Wellbeing and Partnerships

5. To service various formal meetings, including organising venues, issuing invites and minute taking, the production of accurate records and the distribution of reports within agreed time scales.
6. The production of documents to a high standard of accuracy and presentation using the software provided. This will include the production of letters, reports, tables, presentations and publications.
7. Processing day to day financial transactions within the office, in accordance with financial regulations, including receipt and payment of cash, placing of orders, ensuring payment of accounts through the County Council Finance and Procurement System (SAP).
8. To provide support, guidance and advice to the team on internal processes and the use of the various IT facilities.
9. To undertake activities relating to the publicity and marketing of services offered by the Children’s Centres.
10. To maintain Service User, and other confidential records in accordance with Families First procedures, ensuring compliance with policies on case recording, data protection, file retention and destruction.
11. To undertake any other duties commensurate with the grading of the post.

Professional Accountabilities:

You will be required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council’s climate change strategy.

Health and Safety

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.



The content of this Job Description and Person Specification will be reviewed on a regular basis.


Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum for Criteria Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • GCSE English or equivalent • IT qualification equivalent, ie ECDL/CLAIT or equivalent work experience to the competency level of ECDL • NVQ Level 2 in Business Administration or Customer Care, or equivalent; willingness to work towards NVQ Level 3 	<p>A A/I/T A</p>
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Experience of using computer-based information systems in an office environment • Ability and experience of using IT systems including Microsoft Office and Outlook, with accurate and competent keyboard skills • Experience of organising formal business meetings and taking minutes • Demonstrate a commitment to further training and development commensurate with the grade. 	<p>A/I A/I/T A/I A</p>

	<p>Skills</p> <ul style="list-style-type: none"> • Good written and oral communication skills with children’s young people and parents as customers, as well as staff from partner organisations • Evidence of excellent customer service skills and the achievement of high-quality services • Demonstrate accurate numerical skills and have an eye for detail when processing information • Ability to process information during a meeting and create accurate minutes • Ability to work independently, with minimal supervision. • Working within a team, preferably in an office environment 	<p>A/I/T</p> <p>A/I</p> <p>A/I/T A/I</p> <p>A/I</p>
---	---	---

06

	<ul style="list-style-type: none"> • Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines • Commitment to equal opportunities and anti discriminatory practice and to work with a diverse customer base 	<p>A</p> <p>A/I</p> <p>I</p>
--	--	------------------------------



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **the Talent and Resourcing Team on 01785 278300**