Job Title: Business Support Assistant  
Grade: 3

GRADE xx

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

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, 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

**The Corporate Operations Team** is a central business support

function which is aligned to meet the requirements of Staffordshire County Council and which fulfils the needs of the organisation as it evolves.

**Business and Executive Support** is a professional support function which:

* Ensures consistent high-level business support across the organisation
* Flexible and able to meet fluctuations in demand within existing resources
* Clearly defines the relationship between business support and the services, maximising the potential and skills of support staff.
* Supports Elected Members, the Chief Executive, Senior Leadership Team,

Wider Leadership Team and the Operational Management Team in

developing the Council’s Priorities and Strategies

* Facilitates effective member/officer working relationships, ensuring both

Members and Senior Officers are fully briefed to allow informed decisions to be made and good governance followed

* As a corporate function, ensure all governance processes and procedures are followed across the whole organisation and timescales met for the publication of information

Reporting Relationships

**Responsible to:** Business Support Coordinator/Snr Business Support Officer/Team Leader as per organisation structure

**Responsible for:** N/A

Key Accountabilities: To support the provision of a timely and high-quality Business Support service for Staffordshire County Council. The expectations are that the person in this role will undertake a variety of tasks from the range set out in this Job Description

1. Maintain an awareness of legislation, guidance policies, processes and best practice in order to ensure that the Service is continually improving.

2. Undertake limited transactions on behalf of the service in the finance system, mainly the inputting of data.

3.Administer telephone enquiries, liaising with internal and external customers taking any appropriate action

4. Administer correspondence, on a daily basis and take any appropriate action. Maintain appropriate pending, filing and information systems

5. Maintaining records, both paper and electronic, including computer-based information systems, for input and retrieval of data. Use of office e-mails and intranet/internet facilities. Ensuring that the appropriate retention schedules are adhered to and archive accordingly

6. The production of documents, including letters and reports using Office software.

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7. Operate the service systems, following agreed procedures

8. Organise travel and accommodation.

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9. Provide appropriate support for meetings, events and workshops, to include invitations, venue liaison, catering, equipment and administration as required by the business

10. Monitor stocks, including publications, electronic or otherwise, relevant to the service area

11. Provide appropriate support when responding to any major incident (multi-agency & single agency); supported by the Lead Officer and Staffordshire’s Civil Contingencies Unit.

12. Such other duties as may arise in connection with the activities mentioned above.

**Professional Accountabilities:**

The post holder is 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

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Possess a Business Administration qualification, NVQ Level 2 or equivalent experience. · * Possess GCSE in Math and English subjects grade 4/C or above or equivalent qualifications | A |
| **employer_small**  **employer_small** | **Knowledge and Experience**   * Communication and Interpersonal skills * Ability to achieve targets and respond flexibly to changing circumstances * Demonstrable time management skills * Experience of organising workloads and prioritizing effectively · Commitment to excellent customer service and the achievement of high-quality services * Experience of using a range of PC software programs, including spreadsheets, databases, and word processing | A/I/T |
|  | **Skills**  This post is designated as a casual car user   * Loyal, reliable, discrete & confidential with a mature attitude Ability to enquire whilst maintaining effective relationships and personal integrity * Good interpersonal & communication skills · * Flexible and willing to multi-task · * Continuous personal & professional development | I |

**employer_small** 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 **Talent and Resourcing team on 01785 278300**