

## Business Support Assistant (Practitioner Team)

### Grade 3

#### **About the Service**

Our aim is 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.

#### **About the Role**

To support the provision of a timely and high-quality business support service for Staffordshire County Council. This will focus on providing a range of core administrative and financial functions to support practitioners.

This role will contribute to the development of new procedures and techniques to improve the efficiency and effectiveness of the children's and family's system, with the aim of improving outcomes for children and families.

The expectations are that the person in this role will undertake a variety of tasks from the range set out below.

#### **Reporting Relationships**

**Responsible to:** Business Support Assistant Team Leader/Team Leader

**Responsible for:** N/A

### **Key Accountabilities:**

1. Supporting practitioners as a first point of contact, ensuring children, families, partners, and stakeholders are received with a professional/knowledgeable response to enquiries in a timely manner.
2. Completing a range of administrative tasks ensuring compliance with business processes and Service Level Agreements.
3. Accurately input and maintain appropriate information systems in support of children and family's practitioners, ensuring children's/families/system records are kept up to date, and that the Information Performance, and Engagement Team can accurately report on performance.
4. Undertake a range of financial transactions as directed including placing orders for services/equipment, goods receipting and maintaining associated records in accordance with Financial Regulations through the County Council's Finance and Procurement systems.
5. In support of practitioners produce a range of high-quality documents.
6. To provide support advice and guidance to practitioners in the use of the IT and related software including basic induction into systems and processes as appropriate.
7. Convene meetings, coordinating the circulation of agendas and relevant papers.
8. Maintain an awareness of policies, guidance, processes, and best practice relating to the service supported.

### **General responsibilities include:**

1. Always acting in a professional and competent manner to enhance the reputation of the service within and outside the organisation.
2. Being responsible for complying with health and safety responsibilities as outlined in the SCC Health and Safety Manual.
3. Being responsible for complying with information, Privacy, and data security policies

4. A commitment to continuous professional development in accordance with the Council's Our People Strategy.
5. Such other duties as may arise in connection with the activities mentioned above.

Flexibility within business support is required to address business needs, therefore the right is reserved to transfer the post holder to alternative teams within the service following appropriate consultation.

## Person Specification

### Qualifications/Professional membership

- An IT qualification equivalent to the competency level of ECDL or equivalent
- Level II in Business Administration or equivalent experience
- GCSE English and Math's grade C or 4 or equivalent

### Knowledge and Experience

- Ability to accurately input and retrieve data to support performance management.
- Experience of using Microsoft Office or equivalent software package.
- Experience of office procedures, systems and equipment.
- Experience of using computer-based information systems.
- Working within a team, preferably in an office environment.
- Working with internal/external customers to provide a quality service.
- Understanding of the County Council and its role in the community.

### Skills

- Good written and oral communication skills at all levels – this post will involve liaison with a range of professionals and members of the public.
- Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice.
- A commitment to further training and development commensurate with the grade.
- A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.
- Numerical skills with attention to detail.
- Good time management and organisational skills with an ability to work under pressure to meet deadlines and on own initiative.
- Demonstrate good interpersonal skills to advise other staff within the office on IT related issues.
- Ability to undertake a number of areas of work to ensure flexibility within the team.

**This post is designated as a Casual user**

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