

## Job title – Business Support Assistant (Customer Services) Grade 3

### **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**

e.g. People Services are responsible for the delivery of a range of People related activities including Organisational Development, Learning and Development, Employee Relations, Policy development, Reward, Resourcing,

Change Management and Health, Safety and Wellbeing. People Services are also responsible for the development and delivery of the People Strategy, focusing on the four main pillars; Keeping and attracting talented People; Promoting a positive working environment, Developing skills for now and the future, and Developing leaders for now and the future. All that we do focuses on how we will develop the right culture, support and skills to keep making a difference for Staffordshire’s communities.

***IF REQUIRED -Political Restriction:*** *This position is considered as a Politically Restricted Post under the Local Government and Housing Act 1989 and subsequent amendments introduced by the Local Democracy, Economic Development and Construction Act 2009.*

## **Reporting Relationships**

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

**Responsible for: N/A**

## **Key Accountabilities:**

- 1.** To undertake a range of Customer Care duties. This will include filtering telephone calls, answering questions from members of the public and other agencies on the services of the County Council, signposting to partner agencies, accurately recording messages to ensure effective communication and meet and greet duties as and when required.
- 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/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 cash handling, 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 district-based practitioners produce a range of high quality documents.
6. To provide support, advice and guidance to district-based practitioners in the use of IT and related software including basic induction into systems and processes as appropriate.
7. Maintain an awareness of policies, guidance, processes and best practice relating to the service supported.

**General responsibilities include:**

1. Acting in a professional and competent manner at all times to enhance the reputation of the service within and outside the organisation.
2. Being responsible for complying with health and safety responsibilities as outlines 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.

Full training in the use of equipment and the Directorate's systems and procedures will be given.

**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

<b>Minimum Criteria for Disability Confident Scheme *</b>	<b>Criteria</b>	<b>Measured by</b>
 	<b>Qualifications/Professional membership</b> <ul style="list-style-type: none"> <li>An IT qualification equivalent to the competency level of ECDL or equivalent</li> <li>Level II in Business Administration or equivalent experience</li> <li>GCSE English and Maths grade C or 4 or equivalent</li> </ul>	<p style="text-align: center;">A  A</p>
  	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>Ability to accurately input and retrieve data to support performance management.</li> <li>Experience of using Microsoft Office or equivalent software package.</li> <li>Experience of office procedures, systems and equipment.</li> <li>Experience of using computer-based information systems.</li> <li>Working within a team, preferably in an office environment.</li> <li>Working with internal/external customers to provide a quality service.</li> <li>Understanding of the County Council and its role in the community.</li> </ul>	<p style="text-align: center;">All A/I</p>
  	<b>Skills</b> This post is designated as a casual car user <ul style="list-style-type: none"> <li>Good written and oral communication skills at all levels – this post will involve liaison with a range of professionals and members of the public.</li> <li>Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice.</li> <li>It is expected that all employees will have a commitment to further training and development commensurate with the grade.</li> <li>A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.</li> <li>Numerical skills with attention to detail.</li> </ul>	<p style="text-align: center;">All A/I</p>

	<ul style="list-style-type: none"> <li>• Good time management and organisational skills with an ability to work under pressure to meet deadlines and on own initiative.</li> <li>• Demonstrate good interpersonal skills to advise other staff within the office on IT related issues.</li> <li>• Ability to undertake a number of areas of work to ensure flexibility within the team</li> </ul>	
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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 & Resourcing Team 01785 278300