

Business Support Administrator

GRADE 5

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, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure 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

Staffordshire County Council are a provider of regulated and non-regulated social care services for adults. Known internally as 'Provider Services' our mission is to provide opportunities and choice so that individuals can thrive, and our vision is to be leaders in creating a future where people with complex needs can thrive.

Provider Services are a CQC regulated provider with services including residential care homes, bed-based respite, supported living and home care. In addition, Provider Services offer centre-based and community-based support to provide the people we support with opportunities for meaningful activities so they can live their best life.

All posts within these services are subject to an enhanced DBS check.

Reporting Relationships

Responsible to: **Business Support Coordinator**

Responsible for: **NA**

Working flexibly across Provider Services, the Business Support Administrator will provide administrative support to facilitate efficient operations and the delivery of excellent care and support. The role will involve purchasing and financial transactions, records management, internal and external customer service and auditing.

Key Accountabilities:

This job description provides an indication of the main duties involved in supporting services across our settings but is not intended to be an exhaustive list of tasks and duties which will ultimately be determined by the requirements of management.

Flexibility and Innovation

- Contribute to the development and review of systems, procedures, and techniques to ensure the administration function is continually improving.
- Use systems, procedures and techniques that monitor, maintain and, where appropriate improve standards including use of digital systems and technology to improve efficiency.

Meeting Standards

- Undertake audits and report results.
- Support the Business Support Coordinator with service user finances, including Comforts Funds.
- Support the Business Support Coordinator with safe premise management.
- Support the Business Support Coordinator with administrative support for the safe transportation of service users.

Administration and Business Support

- Provide support for meetings, events, and workshops, to include invitations, venue liaison, catering, equipment, and relevant coordination and circulation of documents taking appropriate notes and actions and administration as required.
- Coordinate purchasing and orders to ensure the service maximises value for money, obtaining quotes as required.
- Administer asset inventory records to ensure effective monitoring, and compliance with standards and audit requirements.
- Undertake a range of transactions on behalf of the service, through the County Council's Finance and Procurement System maintaining financial records for the service.
- Support the completion of documentation related to human resources processes, including payroll.
- Administer enquiries and correspondence on behalf of the service, liaising with internal and external stakeholders, taking any appropriate action.
- Maintain records ensuring the appropriate retention schedules and GDPR requirements are adhered to. Use related systems, including computerbased information systems for input and retrieval of data.

Other Duties

- To undertake any other duties and responsibilities commensurate with the grading of the post to ensure the needs of Provider Services are met.

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 antidiscriminatory 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 Criteria for Disability Confident Scheme * | Criteria | Measured by |
|---|--|-------------|
|  | Qualifications <ul style="list-style-type: none"> Business Administration qualification, NVQ Level 3 or equivalent experience. | A/I |
|  | Knowledge and Experience <ul style="list-style-type: none"> Knowledge of GDPR and confidentiality Experience working in an administration role Demonstrable experience using Microsoft programs Experienced and confident in handling cash and being financially accountable Experience working in a team and autonomously | A/I |

| | | |
|---|---|-------|
|  | <p>Skills and Abilities</p> <ul style="list-style-type: none"> • Demonstrates a commitment to the values and ethos of Provider Services and own continuous professional development • Enthusiastic about working with people with learning disabilities and autism • Excellent written and verbal communication skills • Demonstrates a commitment to continuous improvement and learning • Customer service skills • Ability to deal with emotional, sensitive, and confidential information, maintaining professionalism. • Ability to accurately record and document meetings and information • Good level of verbal and written English and numeracy to be able to maintain accurate records • Organisation and time management skills • Problem-solving skills • Ability to take initiative and work unsupervised • Ability to remain calm in challenging situations • Data entry and record keeping skills and attention to detail • Ability to work flexibly and respond positively to change • Intermediate level of information and communication technology skills, including Microsoft programs | A/I/T |
| | <ul style="list-style-type: none"> • Ability to work to deadlines, being able to work alone or alongside others • Ability to work effectively under pressure and prioritise workloads • Ability to travel independently across the county as required. Reasonable adjustments will be considered as applicable. <p>This post is designated as a casual car user.</p> <p>Postholder will be expected to work flexibly across the working week according to business need.</p> <p>The postholder will be expected to work flexibly across Provider Services, including different care settings and locations across the county, as required.</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 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