

Business Support Administrator Grade 4

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. This report details the changes we have already made across the children and family's system.

About the role:

To support the provision of a timely and high-quality business support service for Staffordshire County Council.

This role will contribute to the development of new processes 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.

This will focus on providing a range of administration, financial and customer care functions to District based staff.

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 Team Leader

Responsible for: N/A

Key Accountabilities:

1. Servicing meetings: coordinating the circulation of agendas and relevant papers; scheduling; attendance at meetings; and taking and distributing appropriate notes.
2. Completing a range of administrative tasks ensuring compliance with statutory deadlines in accordance with business processes and Service Level Agreements.
3. Accurately input and maintain appropriate information systems ensuring children's/families/system records are kept up to date.
4. Assistance with a range of financial transactions 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. 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.
6. In support of district-based staff, produce high-quality documents.
7. To provide support advice and guidance to district-based staff in the use of IT and related software including basic induction into systems and processes as appropriate.
8. Maintaining knowledge of legislation, policies, guidance, processes, and best practice relating to the service area.

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 and undertaking 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.

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

Person Specification

Qualifications/Professional membership

- An IT qualification equivalent to the competency level of ICDL Advanced (L3) or equivalent
- Level III in Business Administration or equivalent experience
- GCSE English and Math's grade C or 4 or equivalent

Knowledge and Experience

- Ability to interpret and 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.
- Previous experience of servicing meetings including note taking.
- Experience of maintaining financial information for audit requirements

Skills

- Effective written and oral communication skills at all levels – this post will involve liaison with a range of professionals and members of the public.
- Sensitive and attentive listening skills and the ability to accurately record the outcome of discussions and meetings for a diverse audience.
- Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice.
- It is expected that all employees will have 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 and mentor 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 Car user

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