

Job title Business Support Administrator
Grade 4

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 the people of Staffordshire
- **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

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.

Reporting Relationships

Responsible to: Business Support Assistant Team Leader / Team Leader

Responsible for: N/A

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.

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

Key Accountabilities:

1. Provide administrative assistance and support to nominated officers and teams including assistance in the production of reports and statistical summaries, actioning decisions and disseminating information.
2. Use, maintain and monitor extensive and varied Departmental IT facilities including computer based information systems for input, retrieval and analysis of data, use of office email and intra/internet facilities.

3. Maintain service user records, IT based and manual in accordance with the Children & Families Records Management policy ensuring compliance with policies on case recording, filing retention and destruction
4. Service various formal meetings, including organising venues, issuing invites and minute taking, the production of accurate records and the distribution of reports within agreed time scales.
5. The production of documents to a high standard of accuracy and presentation using the software provided. This will include the production of letters, reports, tables, presentations and publications.
6. Processing day to day financial transactions within the office, in accordance with financial regulations, including receipt of payment of cash, placing of orders, ensuring payment of accounts through the County Council Finance and Procurement System.
7. Any other duties commensurate with the grading of the post.

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 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.

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

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • GCSE English or equivalent • NVQ2 in Administration or equivalent • An IT qualification equivalent to the competency of EDCL/CLAIT etc. 	A/I/T
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Experience using Microsoft Office or equivalent software package • Experience of office procedures, systems and equipment • Experience in using computer based information system • Working within a team, preferably in an office environment • Working with internal/external customers to provide a quality service • Experience in minute taking/notes of meetings • Understanding of the principles of good budget management • Understanding of the principles of providing a good quality service • Knowledge of Health and Safety legislation relevant to an office environment • Understanding of the Directorate and its role in the community • Understanding of the services provided by other agencies appropriate to service users 	A/I/T
	<p>Skills</p> <ul style="list-style-type: none"> • Demonstrate good written and oral communication skills at all levels – this post will involve liaison with Managers, fieldwork staff, colleagues in the department and members of the public • Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice and an ability to take a lead (examples should be given in supporting statement) • A commitment to Equal Opportunities and Anti-Discriminatory Practice and to work with a diverse customer base • Demonstrate relevant numerical skills required to complete financial transactions • Time management skills with an ability to work under pressure and on own initiative • The ability to undertake a number of areas of work to ensure flexibility within the team 	A/I/T

	<ul style="list-style-type: none"> • An ability to lead and motivate staff • Commitment to an excellent service and the achievement of high quality standard • It is expected that all employees will have a commitment to further training and development commensurate with their grade 	
--	--	--



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

