

Business Support Officer – Statutory Services Grade 5

About the Service

Business and Executive Support is a professional support function which:

- Ensures consistent high-level business support across the organisation
- Flexible and able to meet fluctuations in demand within existing resources
- Clearly defines the relationship between business support and the services, maximising the potential and skills of support staff.
- Supporting Children and Families Service to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

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 and diary management; attendance at meetings; and taking and distributing appropriate notes. This will include child protection conferences.
2. To provide support and assistance to managers across a range of services, policies and processes.
3. Accurately input and maintain information ensuring children's/families/staff system records are kept up to date.
4. Completing a range of administrative and customer care tasks ensuring compliance with business processes and Service Level Agreements

5. Undertake a range of financial transactions including cash handling, holding/managing Purchase card transactions, placing orders for services/equipment, goods receipting on in accordance with Financial Regulations through the County Council's Finance and Procurement systems.
6. Monitoring and maintaining financial records for the service in accordance with Financial Regulations ensuring that any discrepancies are flagged to the relevant team.
7. To provide support advice and guidance to staff in the use of the 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
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Person Specification

Qualifications/Professional membership

- An IT qualification equivalent to the competency level of ECDL or equivalent
- Level III in Business Administration or equivalent experience
- GCSE English and Maths 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

- Good 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.

**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.**