

# Job Title: Business Support Administrator

## Grade: 4

### **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, 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

**The Corporate Operations Team** is a central business support function which is aligned to meet the requirements of Staffordshire County Council and which fulfils the needs of the organisation as it evolves.

**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.
- Supports Elected Members, the Chief Executive, Senior Leadership Team, Wider Leadership Team and the Operational Management Team in developing the Council's Priorities and Strategies
- Facilitates effective member/officer working relationships, ensuring both Members and Senior Officers are fully briefed to allow informed decisions to be made and good governance followed
- As a corporate function, ensure all governance processes and procedures are followed across the whole organisation and timescales met for the publication of information

## Reporting Relationships

**Responsible to:** Business Support Coordinator/Snr Business Support Officer/Team Leader as per organisation structure

**Responsible for:** N/A

**Key Accountabilities:** To support the provision of a timely and high-quality Business Support service for Staffordshire County Council. The expectations are that the person in this role will undertake a variety of tasks from the range set out in this Job Description

1. Maintain an awareness of legislation, guidance, policies, processes and best practice in order to ensure that the Service is continually improving.
2. 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

3. Administer telephone enquiries, and correspondence on behalf of the service, liaising with internal and external customers taking any appropriate action.
4. Maintaining records, both paper and electronic, and implementing related systems, including maintaining statistics, including computer-based information systems for input and retrieval of data. Use of office e-mails and intranet/internet facilities.
5. Maintain appropriate pending, filing information systems, ensuring the appropriate retention schedules are adhered to and archiving accordingly.
6. The production of documents, including letters, reports and statistical tables and graphs using Office software, e.g., Word, and PowerPoint.
7. Operate the service systems, following agreed procedures.
8. Maintain diaries, Organise travel, accommodation.
9. Provide support for meetings, events and workshops, to include invitations, venue liaison, catering, equipment, and relevant coordination and circulation of papers taking appropriate notes and actions as required by the business
10. Monitor stocks, including publications, electronic or otherwise, relevant to the service area
11. Provide appropriate support when responding to any major incident (multi-agency & single agency); supported by the Lead Officer and Staffordshire's Civil Contingencies Unit.
12. Such other duties as may arise in connection with the activities mentioned above.

### **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>• Possess a Business Administration qualification, NVQ Level 2/3 or equivalent experience.</li> <li>• GCSE Grade C or above in English &amp; Math subjects or equivalent qualifications</li> </ul>	A
   	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Experience of working in an Office Environment.</li> <li>• Experience of financial systems and processes</li> <li>• Communication and Interpersonal skills with an ability to build and maintain positive links with colleagues.</li> <li>• Ability to achieve targets and respond flexibly to changing circumstances</li> <li>• Demonstrable Time Management skills</li> <li>• Commitment to excellent customer service and the achievement of high-quality services.</li> <li>• Awareness of relevant policies, procedures and processes relating to the services provided by the local authority.</li> <li>• Knowledge &amp; Experience of using a wide range of PC software programs, including spreadsheets, databases, word processing and/or web authoring including a knowledge of bespoke internal systems.</li> </ul>	A/I/T
	<b>Skills</b> This post is designated as a casual car user <ul style="list-style-type: none"> <li>• Loyal, reliable, discrete &amp; confidential with a mature attitude</li> <li>• Ability to enquire whilst maintaining effective relationships and personal integrity</li> <li>• Dynamic, flexible and willing to multi-task</li> <li>• Able to work with diverse customer base and audiences</li> <li>• Continuous personal &amp; professional development</li> </ul>	I



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 contact the Talent and Resourcing team on 01785 278300.