Job Title: Business Support Administrator
Grade: 4

GRADE xx

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 Business Support & Compliance 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. 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.

The team also includes the:

**Customer Feedback and Complaints function which:**

* Records and co-ordinates all feedback received by the Council by screening feedback thoroughly to identify the key issues raised, allocates to the most appropriate process and directed to the service area for investigation and response.
* Ensures compliance with the Council's statutory obligations, corporate accountabilities and Ombudsman directives in respect of the services it provides and commissions.
* Manages correspondence from MPs and the public to the Chief Executive and members of the Senior Leadership Team
* Administers School Admission Appeals.

**The Information Governance Unit which is:**

* Responsible for security of information held by the County Council. Also general information management in relation to the information we hold, use and share. This includes provision of public access services (Freedom of Information, Data Protection), taking the lead on information regulation (Regulation Investigatory Powers, Copyright, Environmental Information Regulations), overseeing sharing of information with regulatory, legal and partner organisations.

Whilst the post is based within the Business Support Unit, flexibility is required to address business needs; therefore, the right is reserved to transfer the post holder to a team within the Service following appropriate consultation.

Reporting Relationships

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

Responsible for: N/A

**Key Accountabilities:**

**Overall:** 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. Performance, Finance and Service Improvement:**

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.
3. Maintain financial records for the service.

**2. Business Support**

1. Administer telephone enquiries, on behalf of the service, liaising with internal and external customers taking any appropriate action.
2. Administer correspondence, on behalf of the service, on a daily basis and take any appropriate action. Maintain appropriate pending, filing and information systems.
3. 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.
4. Ensure the appropriate retention schedules are adhered to and archiving accordingly.
5. The production of documents, including letters, reports and statistical tables and graphs using Office software, e.g. Word, and PowerPoint.
6. Operate the service systems, following agreed procedures.
7. Maintain diaries, Organise travel, accommodation and events.
8. Convene and attend meetings, coordinating the circulation of agendas and relevant papers, taking appropriate notes, minutes and actions.
9. Provide support for events and workshops, to include invitations, venue liaison, catering, equipment and administration as required by the business
10. Monitor stocks, including publications, electronic or otherwise, relevant to the service area
11. forward plan via Governance sharing information management system and to provide support in using the process.

**General responsibilities include:**

1. Acting in a professional and competent manner always to enhance the reputation of Business and Executive Support within and outside of the organisation, including high awareness of sensitivities associated with political views of members.

2. Being responsible for complying with health and safety responsibilities as outlined in the SCC Health and Safety Manual.

3. Being responsible for complying with relevant Information, Privacy and Data Security policies.

4. To engage with the wider Business and Executive support team and contribute to discussion and planning sessions to ensure there is a consistent approach to providing support/customer service within the organisation.

5. To participate in the My Performance Conversation process and undertaking appropriate training and development in accordance with the Council’s People Development process.

6. Provide appropriate support when responding to any major incident (multi-agency & single-agency); supported by the Lead Officer and Staffordshire’s Civil Contingencies Unit.

7. 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

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| Minimum Criteria for Disability ConfidentScheme \* | Criteria | **Measured by** |
| **A black and purple sign with text  Description automatically generated****A black and purple sign with text  Description automatically generated** | **Qualifications/Professional membership*** Possess a Business Administration qualification, NVQ Level 2/3 or equivalent experience.
* ICT qualification equivalent to the competency level of ECDL.
* GCSE Grade C or above in English & Math subjects or equivalent qualifications
 | All A/I/T |
| **A black and purple sign with text  Description automatically generated****A black and purple sign with text  Description automatically generated****A black and purple sign with text  Description automatically generated****A black and purple sign with text  Description automatically generated** | **Knowledge and Experience*** Experience of working in an Office Environment.
* Experience of financial systems and processes
* Communication and Interpersonal skills with an ability to build and maintain positive links with colleagues.
* Ability to collate and interpret information from a range of sources and assimilate data into accurate reports
* Ability to achieve targets and respond flexibly to changing circumstances
* Demonstrable Time Management skills
* Commitment to excellent customer service and the achievement of high quality services.
* Awareness of relevant policies, procedures and processes relating to the services provided by the local authority.
* Knowledge and understanding of local government and its roles within the community
* Knowledge & 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
 | All A/I/T |
|  | **Skills*** Loyal, reliable, discrete & confidential with a mature attitude
* Desire to work corporately, recognise responsibilities which cross strategic and operational boundaries
* Ability to enquire whilst maintaining effective relationships and personal integrity
* Excellent interpersonal & communication skills
* Dynamic, flexible and willing to multi-task
* Able to work with diverse customer base and audiences
* Continuous personal & professional development
 | All A/I/T |

**** 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 **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**