

Job Description and Person Specification

Job title:	Business Support Officer
Directorate:	People
Service:	Children and Family Services
Team:	Family Safeguarding West
Post number:	03677
Salary grade:	F
Work location:	West Street House
Reports to:	Business Support Officer
Supervises:	Three Business Support Administrators and one Business Support Assistant Administrator

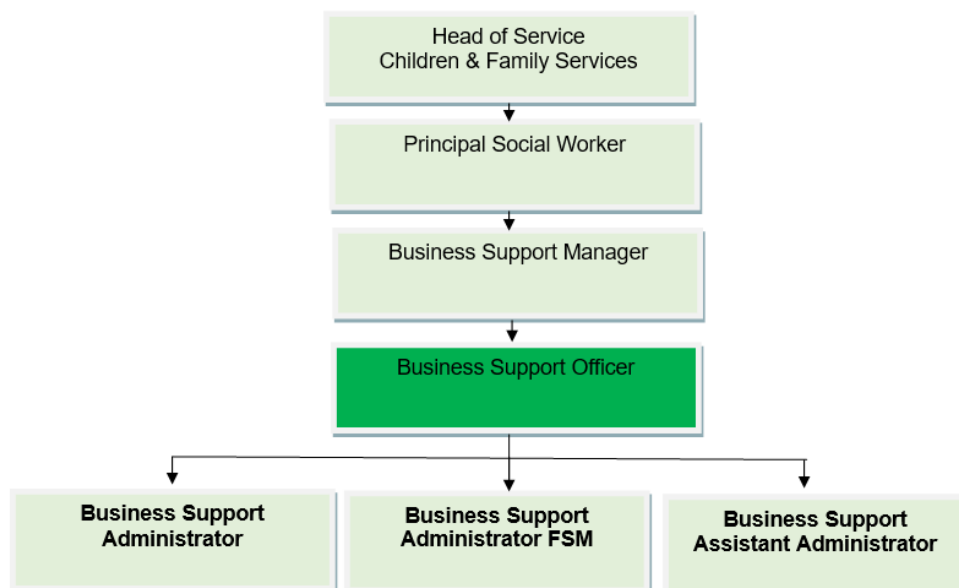
Job Purpose

To provide a comprehensive and customer focused secretarial and/or administrative support service including finance duties to support the work of Children and Family Services and its activities. The post holder will:

- Provide a full Business Support Service to the Team
- Act as a lead practitioner with their area
- Act as the point of contact to offer advice and support to staff in other support teams and their clients
- Supervise two Business Support Administrators and one Business Support Assistant Administrator within the team

The post holder will also develop effective working practices to meet changing needs and the Council's commitment to continuous improvement.

Structure Chart



Main Duties and Responsibilities

This is a general job description to be used in conjunction with a work program developed and agreed with the Team Manager. A list has been compiled giving some indication of the range of typical tasks that may be allocated.

- To provide a consistent and reliable high quality PA administration service to the Team Manager within Children and Family Services. Providing cover and support for other admin staff as required.
- To manage the diary of the Team Manager, ensuring that information is at all times up to date and accurate, that appointments are realistically planned with particular regard to timing and venue.
- To maintain a variety of databases and financial systems, both manual (eg DBS checks) and computerised (eg Agresso) etc with the production of reports as necessary. To collect data and process into spreadsheets and databases as required, ensuring accuracy and security, and then to manipulate and extract the information held in order to produce reports.
- Undertake tasks related to booking events and training programs including maintaining records for the whole team, providing information, booking venues, managing bookings and undertaking administrative preparation associated with events.
- Arrange meetings, prepare and distribute agendas and other documentation. To attend meetings and take minutes as required.
- To contribute as appropriate to the management of a team of support staff by coaching, supervising their work, ensuring that all work is completed to time and to specification.
- To contribute as appropriate to the further development of systems and processes by identifying and then pursuing any opportunities for improvements in the service.
- Ensure all supervision folders are up to date for the whole team using existing systems and processes and ensuring accuracy and security of all information.
- To undertake available training opportunities and show a commitment to continuous development – maximizing potential and ensuring an efficient and improving delivery of services.
- Contribute to the continuous improvement, performance and quality of the service.
- Updating web content ensuring West Berkshire Council's Children and Family Services has an active social media presence.
- Update information for Tri-X the Children and Family Services Policy and Procedure library as required.
- To perform a range of financial tasks, including control of petty cash, processing purchase orders and invoices and handling and receipting of incoming and recording and monitoring for budgetary purposes.

- Maintain Sickness Records for the whole team.
- To produce and format a range of documents, including letters, reports, minutes etc and ensure that they are accurate and well presented meeting specifications and deadlines.
- To handle a range of telephone and personal enquiries from both internal and external customers and contacts, referring to others as appropriate.
- To maintain and update client files and records on Care Director.
- Ensure that actions taken by the post holder comply with Council policy.
- Undertake other duties appropriate to the post as required. This may include a range of tasks as the post holder will be part of a small team.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

- The post holder will work within the Children and Family services unit and there will be involvement with a range of Children's Services budgets which may be accessed and monitored.
- The post holder will have line management responsibility for Business Support Administrators and Business Support Assistant Administrators.
- The post holder will have contact with other staff in the Communities Directorate, in the Council, and other organisations.

Person Specification		
Qualifications	Essential/ Desirable	Internal use only
GCSE grade C in English, Maths and ICT or equivalent	E	1
Qualification in administration or similar	D	1
Minimum of three years' office experience including finance related tasks	E	2
Experience		
Experience of producing accurate data and documents	E	1
Experience of working in a fast-paced administrative role	E	2
Experience of working in a customer-facing role and caring environment/service	E	3
Experience of working with payments, invoicing and petty cash	E	4
Experience of supervising staff in an office environment	E	5
Experience of minuting meetings	E	6
Experience of working in a multi- agency setting	D	1
Knowledge and understanding		
Knowledge of social media applications including Twitter, Instagram etc	E	1
Understanding of the local government environment	D	1
Knowledge of Children's Services/Council Services	D	2
A basic understanding of the role of Safeguarding within WBC	D	3
Knowledge of specific Children's Services software eg Care Director, Agresso, EMS etc	D	4
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Enjoy working as part of a team	E	3
Ability to supervise and coach others at basic level	E	4
Prepared to accept responsibility	E	5
Excellent organisational skills	E	6
Good keyboard and numeracy skills	E	7
An excellent telephone manner	E	8
Work-related personal qualities		
Ability to prioritise and manage own workload	E	1
Confident but pleasant and welcoming telephone manner	E	2
The ability to work as part of a multi-disciplinary team, positively contributing to the team and the wider Children and Family Service	E	3
Willingness to be flexible and work as a team player	E	4
Self-motivated	E	5
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	1
Is this post politically restricted?	No	n/a
Politically restricted post?	No	n/a
Ability to work occasional flexible hours to meet the needs of the Service (e.g. evening meeting)	E	2

