

Job Description	
Job title	Business Support Assistant
Grade	Band C-E
Service Area	Corporate Resources
Section/team	Business Admin- Business Support Service
Accountable to	Business Support Officer
Responsible for	N/A
Date reviewed	2021

Purpose of the job

To provide efficient business and administrative support across the Council.

To assist the areas supported in meeting their objectives and priorities by working flexibly across all functions and services as required.

To meet the Council's values and priorities, in undertaking the main duties and responsibilities the post holder will be expected to display the relevant competency attributes for the role at the appropriate scale as outlined in the attached framework.

Duties and responsibilities

GRADE - C

FINANCIAL PROCESSING

- Raise requisitions on request
- Process/forward invoices for payment
- Confirmation of delivery/receipt of goods or services received
- Assist with yearend duties.
- Adhere to financial regulations.
- Completion of new / amendment supplier forms ready for processing
- Simple query resolution.

IT - MICROSOFT PACKAGES

- Working knowledge of Outlook.
- Accurate input of prepared data into Excel spreadsheets.
- Modify and utilise standard letters and preformatted documents in Word as required.

COMMUNICATION / CUSTOMER CARE

- Handling calls in relation to own work/role.
- Perform receptionist duties for team, greeting and receiving clients and visitors and handling cash as required.
- Book and source rooms as requested.
- Accurate message taking in absence of staff and timely notification to appropriate recipient as appropriate

FILING - ELECTRONIC & MANUAL

- Undertake electronic filing duties as instructed.
- Creation of new files as required, in recommended format.
- Ensure filing adheres to KMBC records management and clear desk policy.
- Ability to navigate SharePoint to access and store information.
- Ability to create links within 'my site' and other SharePoint sites.
- Compliance with information security protocols and scanning criteria.

NOTE TAKING

- Note taking at low level meetings as required
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- Circulation of accurate notes taken to relevant parties, as required.

POST DISTRIBUTION

- Open, date stamp and log (where appropriate) all incoming correspondence daily.
- Ensure all outgoing mail is processed accordingly.
- Scan incoming mail, in appropriate areas, in accordance with procedures and timescales or as otherwise requested.

PHOTOCOPYING

- Operate equipment and knowledge of all functions.
- Report faults as appropriate and ensure follow up.
- Ensure paper and toner supplies are adequate and flag up as appropriate.

RECORD KEEPING & INFORMATION MANAGEMENT

- Accurate data input relating to generic or Team specific processes including service wide or local management information systems.
- Transfer information from 'Client Reconciliation Sheet' and record in appropriate format e.g., manual data to electronic.
- Comply with information security protocols.
- Check relevant documentation in relation to service areas i.e. car insurance checks etc.
- Follow procedure for the disposal of confidential waste.

MANAGEMENT INFORMATION SYSTEMS

- Ability to look up for checking and information gathering.

EVENT CO-ORDINATION

- Source and book internal venues and refreshments for meetings

IMPREST ACCOUNTS

- Accurate and timely record keeping of transactions using the relevant systems.
- Compliance with financial procedure rules and Council policy.
- Simple query resolution.

COVER

- Provide support to other areas of the organisation at times of peak demand i.e. postal votes, elections support, inspections etc.

GRADE - D All Grade C competencies plus:

FINANCIAL PROCESSING

- Invoicing: Input at invoicing stage ready for validation.
- Reconciliation of holds from validation stage.
- Perform "housekeeping" functions i.e. running off purchase order/encumbrance reports.
- Perform year end duties as required.
- Contact and arrange quotes for providers.
- Thorough knowledge of financial regulations including support of others in them.
- Raise Sundry Debtors items in compliance with financial processes

IT – MICROSOFT PACKAGES

- Arrange meetings via Outlook; create distribution lists and all associated functions.
- Mail merge.
- Create simple Excel spreadsheets to store data/information.
- Type and format accurate, complex reports to a high standard.
- Creation of simple PowerPoint slides to display information.
- Ability to utilise existing reports and other functions.
- Good working knowledge of additional service specific systems, packages and web-based applications.

COMMUNICATION / CUSTOMER CARE

- Accurate message taking in absence of staff and timely notification to appropriate recipient.
- Thorough knowledge to redirect callers appropriately.
- Can actively decide level of importance of calls and acts appropriately, e.g. escalation of calls rather than message taking when appropriate.
- Awareness of the area responsibilities and can redirect queries accordingly.
- Production of service specific written correspondence to customers/clients/partners.
- Assist with queries from colleagues, **external agencies** and members of the public as required.

FILING – ELECTRONIC & MANUAL

- Initiation of new/improved filing systems.
- File management and retention in conjunction with Service.
- Accurate indexing of scanned documents in accordance with process and procedures.
- Use of SharePoint as preferred method for document storage and ability to create logical document files and libraries.
- Ability to re-index and multiple index documents in EDM.

NOTE TAKING/MEETING SUPPORT

- **Accurate and timely distribution of agendas, documents, and information as required.**
- Note take at service specific meetings and those involving third parties/service users/outside agencies, as required.
- Circulation of accurate minutes taken to relevant parties in accordance with required timescales.
- **Updating and maintaining action plans and tracking systems required.**
- Effective preparation for attending statutory service meetings including panel meetings.
- Sourcing and notification of meetings ensuring the correct parties attend if required.

POST DISTRIBUTION

- Demonstrate to other staff the scanning process and distribution of electronic mail.

MANAGEMENT SUPPORT FUNCTIONS

- Effective resolution/escalation of calls in absence of manager(s) supported.
- Diary Management duties.
- Copy typing and appropriate formatting of handwritten/typed notes.
- Accurate and timely distribution of agendas, documents, and information as required.
- Update service specific information as required.
- Provide support for upcoming inspections or as requested.
- For meetings, panels and workshops facilitate required attendees, coordinating availability.

RECORD KEEPING & INFORMATION MANAGEMENT

- Extract data from management information systems as requested.
- Facilitate production of management information as required.

IMPREST ACCOUNTS

- Weekly/monthly cash count to balance totals to transactions.
- Accurate balancing of account at every reimbursement, monthly as a minimum.
- Adherence to operational rules in accordance with Account Manager.
- Reconciliation of controlled stationery.
- Reconcile and file bank statements as applicable for Imprest account.

- Investigate and escalate discrepancies as appropriate.
- Support the Account Manager in secure holding of cash/cheques.
- Ensure thorough handover to others including full, accurate cash count and a formal record of handovers.

MANAGEMENT INFORMATION SYSTEMS

- Working knowledge of a range of systems.

SCALE - E All Grade C & D competencies, plus

FINANCIAL PROCESSING

- Reference point for complex query resolution
- In absence of BSO, act as coach and mentor to other staff in relation to financial system
- Raise complex Sundry Debtors items in compliance with Financial processes.
- Complex query resolution including liaison with providers of goods and services.

IT – MICROSOFT PACKAGES

- In absence of BSO, act as coach and mentor to other staff in utilisation of office IT packages.
- Creation of complex spreadsheets, e.g., including sums, percentages, and averages.
- Creation of high-quality free format documents and templates for utilisation by other staff.
- Creation of complex PowerPoint presentations including multi-functions and effects.
- SharePoint Administrator access and functions.

COMMUNICATION / CUSTOMER CARE

- In absence of operational staff, ability to take ownership of critical calls and follows through to resolution/escalation.
- Act as a point of reference to other staff in relation to call handling.
- Detailed knowledge of KMBC Policies and Procedures as required for specific roles for advice and query resolution.

FILING – MANUAL & ELECTRONIC

- In absence of BSO, coaching and mentoring of other staff in indexing process.
- File construction and management.
- Appropriate deletion of files in accordance with official regulations.
- Ability to search for and retrieve incorrectly indexed documents.

MINUTE TAKING//MEETING SUPPORT

- Transcription of minutes into high quality notes and, comprehensive reports, actions as required.
- Accurate live minute/note taking at Professional Abuse Strategy meetings and other service specific meetings using designed templates.

- Accurate notetaking at grievances and disciplinarians where required.

RECORD KEEPING & INFORMATION MANAGEMENT

- Responsibility for maintenance and accuracy of specialist/team specific information in accordance with KMBC Policies and Procedures e.g., training & financial records including Vodafone payment processes and client expenditure.
- Update relevant systems with client information.
- Escalate discrepancies as appropriate.

IMPREST ACCOUNTS

- Coaching and mentoring of others in operation of Imprest Accounts in accordance with financial procedures and Council policy.

Commensurate with grades

GENERAL RESPONSIBILITIES

- Undertake other appropriate duties determined by managers that are consistent with the grade and which contribute towards the achievement of the service objectives and the personal development of the individual.
- Dealing with requests for assistance from clients and where necessary handing on requests to appropriate person(s).
- Helping in the delivery of services on time and to customer satisfaction.
- Assist in developing procedures for the smooth administration of the team.
- Play a positive role in developing service culture and quality.
- To uphold equal opportunities in employment, in advice and in service delivery and comply with all requirements of the Health and Safety legislation and Council Policy, taking appropriate action where necessary
- Undertake Performance Review and Development, with line manager, identifying appropriate technical and personal targets.
- To ensure that safeguarding practices of adhered to, the relevant training is undertaken and promotes the welfare of children and young people and vulnerable adults

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Health and safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger?

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.