

Job Description

Job Title:	Senior Business Support Officer
Grade:	H (£24,422 - £27,450)
Service Area:	Adult Social Care

Overall Purpose of the Job

Lead, manage and support the business process of the Adult Social Services Customer Pathway within your responsible teams.

To deliver and support high quality standards in relation to the business cycle, information systems, data recording and health and safety within team service areas.

Main Accountabilities

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1.	To provide complete, proactive administrative support to the work and financial systems within the Customer Pathway in accordance with North Northamptonshire Council regulations and guidelines, to achieve security and maximise income.
2.	Be responsible for the care and maintenance of furniture and equipment, following Health and Safety procedures at all times.
3.	To arrange, support and minute various meetings as and when required.
4.	Organise and assist in the development of maintenance of business processes to support operational staff and efficient service delivery.
5.	Provide and procure specific training sessions for business support staff within the Customer Pathway to raise awareness and knowledge, thereby contributing to the quality of service delivery.
6.	Maintain on a day to day basis the office equipment, information technology and office systems to ensure effective services.
7.	Participate in the recruitment and induction of business support staff in the Customer Pathway and facilitate their integration into the workplace.
8.	Monitor business processes and budgets and liaise with Team Managers as appropriate, thereby assisting in meeting budgetary and organisational targets.
9.	Ensure the record and data management systems within the Customer Pathway are maintained to high standard to enable staff to carry out their duties effectively and ensure customers experience a high quality service.
10.	Support the implementation and use of Information Technology to increase the effectiveness and efficiency of the Customer Pathway structure.
11.	Take a lead role in the review of business processes and systems, producing proposals for change if necessary.
12.	Provide an efficient response to requests to protect the property of clients in line with statutory requirements.
13.	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

	Main Accountabilities
14.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.

Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Safeguarding Commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	Good GCSE level or equivalent in English and Maths.	NVQ Level 3 or equivalent experience in administration
Experience and Knowledge	<p>Experience of using IT systems including Word and databases.</p> <p>Understanding of office environments, record maintenance/management and financial systems sufficient to devise and improve administrative systems.</p>	<p>Experience of working in a busy office environment.</p> <p>Experience in business writing skills (reports, minutes etc).</p> <p>An understanding of and commitment to Health and Safety.</p> <p>Previous experience as a supervisor.</p>
Ability and Skills	<p>IT skills and proficient in the use of Microsoft Office applications.</p> <p>Demonstrate effective supervisory skills.</p> <p>Demonstrate good written and verbal skills including telephone communication.</p> <p>Ability to maintain a high level of accuracy and attention to detail with ability to produce well-presented documents.</p> <p>Able to plan and allocate work effectively and efficiently.</p> <p>Able to meet deadlines and work in an organised manner.</p> <p>Ability to travel effectively to different locations.</p>	Demonstrate experience of arranging, supporting and minuting meetings.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Health & Safety	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.	
Safeguarding	<p>Demonstrate an understanding of the safe working practices that apply to this role.</p> <p>Ability to work in a way that promotes the safety and well-being</p>	

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	of children and young people/vulnerable adults.	

Disclosure Level

What disclosure level is required for this post?			
<input checked="" type="checkbox"/> None	<input type="checkbox"/> Standard	<input type="checkbox"/> Enhanced	<input type="checkbox"/> Enhanced with barred list checks

Work Type

What work type does this role fit into?			
<input type="checkbox"/> Fixed	<input checked="" type="checkbox"/> Flexible	<input type="checkbox"/> Field	<input type="checkbox"/> Home