North Northamptonshire Council

JOB DESCRIPTION

Post: **BUSINESS SUPPORT ASSISTANT**

Reporting to: Team Manager

Job purpose: The purpose of the job is to provide confidential administrative support to managers, using appropriate systems, procedures and resources. To also ensure a quality service is delivered to customers, North Northamptonshire Council policies and values are complied with and reporting deadlines are met.

Values: All North Northamptonshire Council employees must aim to provide the best possible service to every individual we support, promote their independence and respect the decisions they make. All actions must stem from our values of Respect, Honesty, Teamwork, Trustworthiness, Efficiency and Compassion. As a key participant in the lives of the people we support, you must demonstrate an understanding and awareness of equal opportunities and other people's behavioural, physical, social and welfare needs and their dignity.

MAIN RESPONSIBILITIES

1. You are responsible for maintaining and developing electronic and paper record systems to ensure that the business is adequately supported. This will require a confident, accurate and timely approach to using MS Word, MS Excel and other software as appropriate.

   In particular, you play an important part in ensuring that customer, staff and performance data held on the Company's management information system is always up to date, in particular staff rostering.

   Additionally, you will produce a range of detailed documents to the required standard and within timescales.

2. You must ensure that financial systems and processes are carefully followed in relation to the handling and care of petty cash, residents' monies and any other required accounts, keeping accurate records and meeting reporting deadlines.

   You will co-ordinate the provision of stocks of resources and office supplies to maintain the effective operation of the service while minimising waste. This will involve the appropriate use of electronic ordering and payment systems.

3. You provide a wide range of administrative support to managers and colleagues specifically within your team but also generally across the Company. This includes responding to standard enquiries and correspondence, maintaining your manager's diaries and meeting schedules and undertaking other tasks as instructed.

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You will be expected to offer guidance and assistance to colleagues with administrative tasks, use of IT equipment and the application of associated North Northamptonshire Council processes.

4. You are responsible for undertaking reception duties and responding to telephone and face to face enquiries. You should deal with callers and visitors in a proactive manner in accordance with the Company's customer service standards.

   You should build good working relationships with internal and external managers, colleagues and customers and their carers. You must ensure that your communication style is always clear and polite.

5. You will be expected to actively participate in staff meetings, team activities, supervision, appraisals and training.

6. At all times you must demonstrate an awareness and understanding of the procedures, policies and legal requirements relating to the work that you do. This includes equality and diversity, data protection and financial regulations. You must also ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

7. You may be required to carry out other duties which fall within the broad spirit, scope and purpose of this job description and which correspond with the grade of the post.

This job description reflects the major tasks to be carried out by the job holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the job holder.

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PERSON SPECIFICATION

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ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS		
NVQ/QCF Level 2 or equivalent in a relevant subject	✓	
NVQ/QCF Level 3 or equivalent in a relevant subject		✓
ECDL or equivalent level of IT and keyboard skills (eg: Word, Excel, Powerpoint, Email, Internet)	✓	
Good level of numeracy and literacy to GCSE/NVQ/QCF Level 2	✓	
Satisfactory clearance of a Disclosure and Barring Service check	✓	
EXPERIENCE & KNOWLEDGE		
Proven experience in an administrative role (minimum 2 years)		✓
Good knowledge of financial systems and procedures	✓	
Experience of using IT systems to produce a range of documents, coordinate and manage information, and monitor resources	✓	
Experience of guiding and assisting less experienced colleagues		✓
Understanding of North Northamptonshire Council services and customers		✓
Experience of the North Northamptonshire Council management information system		✓
ABILITY & SKILLS		
Confident user of a range of IT systems and the ability and willingness to develop this expertise.	✓	
Good communication skills with the ability to politely and effectively handle a range of queries and undertake reception duties.	✓	
Able to work on own initiative, prioritise work and work under pressure to meet standards and deadlines while maintaining accuracy.	✓	
Aware of relevant regulations, including health and safety, data protection and financial processes. security and confidentiality in all verbal and written information.	✓	
EQUALITY AND DIVERSITY		
Able to demonstrate awareness and understanding of equality and other people's behaviour, physical, social and welfare needs	✓	
Able to relate well to a wide range of people of differing abilities		✓
Awareness and understanding of North Northamptonshire Council's values		✓
Must have a valid driving licence, access to own vehicle and be prepared to travel between around North Northamptonshire (Business insurance will be required)	✓	