

Job description

Details of the job

Post title:	Business Support Officer
Salary grade:	Grade F
Hours:	37
Location:	Haylock House, Kettering
Reports to:	Senior Business Support Officer
Service area:	Deprivation of Liberty Safeguards Administration

Overall purpose of the post

To provide a high level of flexible administrative support to the Deprivation of Liberty Safeguards Team

Principal responsibilities

1. Maintain accurate computerised databases with the information systems relating to requests for Deprivation of Liberty Safeguards authorisations. The process of assessments, outcome information and communication of outcomes to all relevant parties.
2. Maintain information technology and office systems to ensure effective services including Microsoft office, SharePoint etc.
3. Support the arrangement of internal, inter-agency and inter-departmental meetings, minuting where required whilst maintaining a high degree of confidentiality for all information handled.
4. Deal with all correspondence and telephonic enquiries relating to the DoLS including prioritising and taking necessary administrative action according to defined procedures in order to facilitate an effective and prompt response.
5. Administering allocations and returned Legal documents from Best Interests Assessors and Mental Health Assessors, ensuring compliance with the DoLS framework under the Mental Capacity Act.
6. To demonstrate critical thinking and a high degree of accuracy and attention to detail, in order to ensure legal documentation is compliant.
7. To liaise with other staff, both internal and external, to ensure appropriate exchange of information.
8. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

9. 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.
10. 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.

This job description reflects the major tasks to be carried out by the post 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 post holder.

PERSON SPECIFICATION

Post Title:	Business Support Officer
Grade	Grade F
Service Area:	Deprivation of Liberty Safeguards Administration

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<p>Able to demonstrate a GCSE C grade or above in English and Maths or equivalent.</p> <p>NVQ Level 2 or equivalent in a relevant subject or proven experience as an administrator</p> <p>Ability to demonstrate good IT skills and be proficient in the use of Microsoft office packages</p>	<p>NVQ Level 3.</p>
Experience and Knowledge	<p>Experience of using IT systems including Word and databases.</p>	<p>Previous office experience</p> <p>Experience of working in a busy office environment</p> <p>Experience of using a database</p> <p>Understanding of the Mental Capacity Act</p>

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Ability and Skills	<p>Demonstrate good written and verbal communication skills including telephone skills</p> <p>Demonstrate accuracy and attention to detail</p> <p>Able to work independently and as an effective team member with minimum supervision</p> <p>Demonstrate appropriate level of data protection, security and confidentiality awareness.</p> <p>Demonstrate good organisational ability</p> <p>Able to prioritise own workload and cope well under pressure to meet deadlines</p> <p>Ability to build and maintain good working relationships with colleagues and customers to deliver the service</p> <p>Willingness to work flexibly.</p> <p>To demonstrate the ability to apply critical thinking skills</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p> <p>Demonstration of commitment to NNC policies</p>	
Health and Safety	<p>Able to demonstrate a clear understanding of and commitment to Health and Safety</p>	