



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Job details**

Job title: Business Support Administrator

Grade: NNC Payband03

Reports to: Business Support Team Leader

Responsible for: Inputting and maintaining data systems

Directorate and Service area: Learning Skills and Education

### **Purpose of the job**

The Educational Inclusion and Partnerships Team fulfil the statutory duties of the local authority pertaining to children and young people of statutory school age including Elective home Education (EHE), Children Missing Education (CME), Child Employment and Entertainment (CEE), securing 6<sup>th</sup> day provision following Permanent Exclusion and investigations for the offence of failing to secure regular school attendance.

To support the delivery of these duties we require a Business Support Administrator to:

- provide and disseminate information.
- input, manipulate and retrieve Data.
- maintain, develop and enhancing services to service users; and
- acting as key point of contact.

### **Principal responsibilities**

1. Support Management with the production, manipulation and maintenance of data using a variety of IT systems.
2. Thorough knowledge of Processes, systems and procedures associated with the service area.
3. To interact with colleagues, supervisors, managers, other service areas and the public.

4. Scheduling and co-ordination of own work, taking responsibility for the completion of tasks within internal, external, and statutory timescales.
5. Jobs require a normal level of courtesy and effectiveness in dealing with other people. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy.
6. May contribute at a team level to monitoring resources, providing statistical information and be involved in delegated project work. Some individual judgement will be required.
7. Undertake additional tasks to support the Business Support Manager in accordance with the role and functions of the post.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. 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**

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>GCSE, NVQ Level 2 or equivalent in a relevant subject  <b>and/or</b>  Experience at administrator level 1  <b>and</b>  Appropriate level of literacy and numeracy</p>	<p>Understanding of corporate equality standards and diversity issues and impact on immediate work and service area.  Experience of guiding and assisting less experienced colleagues.  Working towards appropriate relevant qualifications in specialist area.</p>
Experience and Knowledge	<p>Allocating, managing, monitoring resources:  Co-ordinate the provision of resources and office supplies to minimise waste and maintain the effective operation of the service area.</p> <p>Operating Equipment:  Operate and guide others in the use of more detailed office equipment and software to provide an effective service to the public, internal service users and to meet service requirements.</p> <p>The team:  Participate in team development activities and assist, coach and mentor less experienced colleagues and team members in the performance of routine tasks to support the achievement of individual and team performance and development objectives.</p> <p>Electronic Filing and retrieving documents:  Operate and set up a range of filing and retrieval systems for the team to maintain an effective service to the service users.</p> <p>Record Keeping:  Accurately maintain a wider and more complex range of manual and computerised records/management</p>	

Attributes	Essential criteria	Desirable criteria
	<p>information systems providing guidance to others to meet service standards and support efficient service delivery.</p> <p>Providing Clerical and other support/guidance to service users: Provide administrative and / or secretarial support and guidance on specific issues to internal and external service users to support efficient service delivery requirements.</p> <p>Handling enquiries and queries and undertaking reception duties: Handle a wide range of more detailed queries referred by other colleagues and provide a point of contact for service user feedback to meet service standards. Where appropriate, undertake reception duties, answering telephone and face to face enquiries and signing in visitors to meet service standards.</p> <p>Dealing with formal correspondence: Sort, refer, respond to standard correspondence, where appropriate, to ensure that service standards are met.</p> <p>Undertaking research and project work: Work on general implementation of projects as identified by supervisors to meet service delivery requirements.</p>	
Ability and Skills	<p>Provide Management Information: Gather data and financial information related to the work area to support in the production of management reports and information on service performance to meet service area requirements.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Building Professional relationships: Initiate and build a wide range of positive professional relationships with colleagues, internal and external service users to deliver the service to required standards.</p> <p>Producing Documents: Produce a wide range of more detailed documents and may support less experienced colleagues in the production of documents to support efficient service delivery.</p> <p>Planning and managing diaries and meeting schedules: Plan co-ordinate and implement personal diary and meeting schedules, with supporting documentation to ensure that business is completed within service standards and meets business requirements.</p> <p>Keep immediate manager fully briefed and updated on all meetings and events to facilitate effective business delivery.</p> <p>Health and safety awareness.</p> <p>Appropriate level of data protection, security and confidentiality awareness.</p> <p>Ability to utilise IT systems including manipulation of data.</p>	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
	Ability to produce written reports.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		