

Job Description

Job Title: Business Support Assistant

POSCODE: CCC0100

Grade: AJF Level 1 (Scale 3-4)

Overall purpose of the job

To provide administrative, secretarial and financial support to the team and office. To enable the Council to deliver a customer focussed service more effectively and efficiently.

Main accountabilities

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1.	<p>Office Support</p> <ul style="list-style-type: none"> • Ensure an accurate, confidential and effective service by maintaining up-to-date electronic filing systems using Microsoft Teams, and security of information in accordance with the policies and procedures of the County Council and relevant legislation • Deliver an efficient and customer focussed service, by processing and responding to incoming communication (post, telephone, intranet and internet), taking messages, copying and distributing information as necessary • Assist in the delivery and development of service, using information systems to generate reports and documents • Assist in maintaining supplies to facilitate the smooth running of the office • Undertake general clerical and administrative tasks to support the service as required
2.	<p>Financial Support</p> <ul style="list-style-type: none"> • Assist in the financial management of the team - coding, monitoring expenditure, checking and running of reports. • Ensure managers/budget holders are updated on status of finances and alerted of any discrepancies • Administer other payments and transactions
3.	<p>Management Support</p> <ul style="list-style-type: none"> • Co-ordinate diary management to ensure meetings are arranged and information recorded and distributed. • Maintain the Council's/teams information systems and ensure accuracy of data • Design and deliver documents and presentations • Support the induction, supervision and learning of others as required • Contribute to the management and development of the service
4.	<p>Health & Safety</p> <ul style="list-style-type: none"> • Take action to reduce the risk to self and others • Contribute to maintenance of a health and safe working environment.
5.	<p>Role Specific</p> <ul style="list-style-type: none"> • Ensure understanding of core business of the Section/Office. • Undertake other tasks and responsibilities as required to assist the delivery of Council services
6.	<p>Equality, Diversity and Inclusion</p> <p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	
General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard	Essential
<ul style="list-style-type: none"> • NVQ level 2 • ECDL • GNVQ 	Desirable

Minimum levels of knowledge, experience and skills required for this job

Knowledge and experience	
<ul style="list-style-type: none"> • Working understanding of Windows & Microsoft packages (including Word, Excel, E-mail, Power Point, Internet, Teams, SharePoint) • Understanding of requirement for confidentiality 	Essential
<ul style="list-style-type: none"> • Knowledge of office systems/procedures • Knowledge of Council policies & procedures • Experience of local authority working 	Desirable
Skills	
<ul style="list-style-type: none"> • Numerate and literate • Able to communicate effectively with others • Able to utilise IT systems to deliver services • Able to work flexibly to meet demands of service • Able to work with others to deliver service • Confident telephone manner 	Essential
<ul style="list-style-type: none"> • Able to take comprehensive minutes of meetings • Able to work on own initiative • Commitment to continuous service development • Committed to ongoing personal and role development 	Desirable
Equal opportunities	
<ul style="list-style-type: none"> • Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs • Demonstrate an understanding of the safe working practices that apply to this role 	Essential
Behaviours	
<ul style="list-style-type: none"> • Working with others • Respect for others and public resources • Excellence • Integrity 	

Disclosure level

What disclosure level is required for this post?	None
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Work type

What work type does this role fit into?	Flexible
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