

Job Description

Job Title: Business Support Assistant

Directorate: Strategy and Partnerships

Grade: 4

Location: New Shire Hall, Alconbury Weald, PE28 4YE

Job Purpose

Contribute to the effective running of the Cambridgeshire Lieutenancy, Chief Executive's Office and the Strategy and Partnerships Directorate, including support for the Chair & Vice Chair of Council.

Provide office administration, financial, management and support services, to ensure that services are delivered to a high standard.

Main accountabilities	
1.	<p>Office and Management Support</p> <p>Provide timely and effective administrative and secretarial support:</p> <ul style="list-style-type: none">• Assist the Deputy Clerk to the Lieutenancy in providing timely and effective administrative support to the Cambridgeshire Lieutenancy.• Assist the Chair and Vice Chair by providing timely and effective administrative support.• Co-ordinate multiple diary management to ensure meetings are arranged and information recorded accurately and distributed efficiently.• Provide accurate and timely support to produce emails, letters, reports and minutes.• Deliver an efficient, professional and customer focussed service, by logging, processing and responding to incoming communications (post, telephone, intranet and internet), taking messages, copying and distributing information as necessary.• Design and deliver documents and presentations.• Ensure an accurate, confidential and effective service by maintaining up-to-date filing systems and security of information in accordance with the policies and procedures of the County Council and relevant legislation.• Assist in maintaining supplies to facilitate the smooth running of the office.• Service meetings by arranging dates, venues, refreshments, preparing and despatching agendas and papers, taking minutes.

	<ul style="list-style-type: none"> • Receive visitors to the office and handle enquiries ensuring a smart and professional image and high standard of customer service. • Assist in arranging conferences, workshops and training days by arranging dates, booking venues and presentation equipment and refreshments, preparing and despatching papers. • Maintain the Council's/Directorate's information systems and ensure accuracy of data. • Undertake general administrative tasks to support the wider directorate as required. • Support the induction, supervision and learning of others as required. • Contribute to the management and development of the service.
2.	Financial Services <ul style="list-style-type: none"> • Assist with monitoring and/or management of budgets in accordance with County Council financial processes, systems and instructions as necessary. • Ensure that County Council financial processes and systems are complied with. • Undertake financial support duties as required to support the efficient delivery of services.
3.	Health and Safety <ul style="list-style-type: none"> • Ensure the maintenance of a healthy and safe working environment. • Take action to reduce the risk to self and others.
4.	Role Specific <ul style="list-style-type: none"> • Ensure understanding of core business of the Chief Executive's Office and the Customer and Digital Services Directorate. • Undertake other tasks and responsibilities as required in the delivery of Council services. • Work flexibly with other members of the team at all levels to ensure that workloads and key positions are covered in the event of absence or need.

Person Specifications

Qualifications, Knowledge, Skills and Experience

Qualifications	Subject	Essential/Desirable
GCSE	General education to GCSE standard with an A-C grade in English & Maths or equivalent standard	E
IT Qualified	CLAIT/IBT2/RSA/ECDL	D
NVQ /or other qualification	Business Administration or equivalent standard	D
Knowledge and Experience		Essential/Desirable
<ul style="list-style-type: none"> • Demonstrable experience of working in office administrative experience including diary management, arranging complex meetings, and organising and minuting meetings and arranging events. • Fully proficient at using IT systems, with a strong working knowledge and experience of Microsoft Outlook, Word and Excel. • Knowledge of Data Protection and Equal Opportunities legislation and their requirements. • Understanding and experience of financial management, procedures and processes including raising purchase order numbers and invoices. 		E
<ul style="list-style-type: none"> • Knowledge of health and safety legislation • Knowledge of budget management. • Knowledge of Council policies and procedures. • Experience of local authority working. • Understanding of project management principles. 		D
Skills		
<ul style="list-style-type: none"> • Highly organised, motivated and efficient. 		E

<ul style="list-style-type: none"> • A team player and able to work independently. • Able to consistently produce work of a high standard with strong attention to detail, and strong quality assurance skills. • Excellent interpersonal skills - able to communicate in a friendly, open and constructive manner with a range of people. • Able to work on own initiative with minimal supervision and be proactive and able to multi-task. • A flexible approach to duties. • Approachable and adaptable. • Ability to grasp, assimilate and apply information and concepts quickly. • Commitment to continuous service development. • Committed to ongoing personal and role development. 	
--	--

Disclosure Level

What disclosure level is required for this post?	None ✓	Standard
	Enhanced	Enhanced with barred list checks

Work Type

What work type does this role fit into (tick one box that reflects the main work type, the default workers type is flexible).	Fixed	Flexible ✓	Field	Home
---	-------	---------------	-------	------