

Job Description

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| Job Title: | Business Support Officer |
| Grade: | F |
| Service Area: | Adult Social Care |

Overall Purpose of the Job

To work within a comprehensive range of systems to provide a responsive service to customers and ensure the provision of timely and accurate information to relevant team members in support of the Adult Social Care team's process.

| | Main Accountabilities |
|-----|---|
| 1. | Maintain an accurate database with information provided by the accountable workers on relevant customers of Adult Social Care. |
| 2. | To maintain and support any systems that are in place, including IT, archiving, filing and electronic storage systems, that may be in use to ensure effective delivery of services. |
| 3. | Respond to all correspondence and telephonic enquires related to the team including prioritising and taking necessary administrative actions. |
| 4. | Provide an efficient and confidential administrative service, including use of all electronic applications including Word, Excel, PowerPoint, databases, Outlook etc, to enable the team to deliver services efficiently. |
| 5. | Support the assessment and review of customers by ensuring all requested assessments and reviews are received on time. |
| 6. | Arrange all aspects of inter-agency and inter-departmental meetings as requested including taking minutes of the meetings. |
| 7. | Processing general financial claims and payments in accordance with NNC regulations and guidelines. |
| 8. | To maintain a high degree of confidentiality for all information handled. |
| 9. | To liaise with other staff, both internal and external, to ensure appropriate exchange of information. |
| 10. | Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs. |
| 11. | 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. |

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.

Safeguarding Commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

| ATTRIBUTES | ESSENTIAL CRITERIA | DESIRABLE CRITERIA |
|-------------------------------------|---|---|
| Education and Qualifications | Good level of general education to GCSE standard. | NVQ Level 3 or equivalent experience. |
| Experience and Knowledge | Experience of using IT systems including Word and databases. | Experience of working in a busy office environment. An understanding of and commitment to Health and Safety. |
| Ability and Skills | <p>Accuracy and attention to detail.</p> <p>Demonstrate good written and verbal communication skills including telephone skills.</p> <p>Demonstrate good organisational ability.</p> <p>Able to work independently and as an effective team member with minimum supervision.</p> <p>A reasonable level of information technology skills, including Word and email.</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> | |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. | |
| Health & Safety | 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. | |
| Safeguarding | <p>Demonstrate an understanding of the safe working practices that apply to this role.</p> <p>Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.</p> | |

Person Specification

Disclosure Level

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|---|-----------------------------------|-----------------------------------|---|
| What disclosure level is required for this post? | | | |
| <input checked="" type="checkbox"/> None | <input type="checkbox"/> Standard | <input type="checkbox"/> Enhanced | <input type="checkbox"/> Enhanced with barred list checks |

Work Type

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|--|--|--------------------------------|-------------------------------|
| What work type does this role fit into? | | | |
| <input type="checkbox"/> Fixed | <input checked="" type="checkbox"/> Flexible | <input type="checkbox"/> Field | <input type="checkbox"/> Home |