

## Job Description

**Job Title:** Business Support Assistant

**POSCODE:** CCC0100

**Grade:** AJF Level 1 (Scale 2-4)

### 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

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	<b>Main accountabilities</b>
<b>1.</b>	<b>Office Support</b> <ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>Assist in the delivery and development of service, using information systems to generate reports and documents</li> <li>Assist in maintaining supplies to facilitate the smooth running of the office</li> <li>Undertake general clerical and administrative tasks to support the service as required</li> </ul>
<b>2.</b>	<b>Financial Support</b> <ul style="list-style-type: none"> <li>Assist in the financial management of the team - coding, monitoring expenditure, checking and running of reports.</li> <li>Ensure managers/budget holders are updated on status of finances and alerted of any discrepancies</li> <li>Administer other payments and transactions</li> </ul>
<b>3.</b>	<b>Management Support</b> <ul style="list-style-type: none"> <li>Co-ordinate diary management to ensure meetings are arranged and information recorded and distributed.</li> <li>Maintain the Council's/teams information systems and ensure accuracy of data</li> <li>Design and deliver documents and presentations</li> <li>Support the induction, supervision and learning of others as required</li> <li>Contribute to the management and development of the service</li> </ul>
<b>4.</b>	<b>Health &amp; Safety</b> <ul style="list-style-type: none"> <li>Take action to reduce the risk to self and others</li> <li>Contribute to maintenance of a health and safe working environment.</li> </ul>
<b>5.</b>	<b>Role Specific</b> <ul style="list-style-type: none"> <li>Ensure understanding of core business of the Section/Office.</li> <li>Undertake other tasks and responsibilities as required to assist the delivery of Council services</li> </ul>
<b>6.</b>	<b>Equality, Diversity and Inclusion</b> Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

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

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

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

### 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?	Fixed —	Flexible ✓	Field	Home
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