Job Description

## Details of the Job

| **Post title:** | Senior Business Support Officer |
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| **Salary grade:** | Grade H |
| **Hours:** | 37 |
| **Location:** | Various |
| **Reports to:** | Business Support Manager |
| **Service area:** | West Northamptonshire Adult Social Care |

## Overall purpose of the post

1. Lead, manage and support the business process of the Adult Social Services Customer Pathway within your responsible teams.
2. To deliver and support high quality standards in relation to the business cycle, information systems, data recording and health and safety within team service areas.

## Principal responsibilities

1. To provide complete, proactive administrative support to the work and financial systems within the Customer Pathway in accordance with West Nothamptonshire Council. regulations and guidelines, to achieve security and maximise income.
2. Be responsible for the care and maintenance of furniture and equipment, following Health and Safety procedures at all times.
3. To arrange, support and minute various meetings as and when required.
4. Organise and assist in the development of maintenance of business processes to support operational staff and efficient service delivery.
5. Provide and procure specific training sessions for business support staff within the Customer Pathway to raise awareness and knowledge, thereby contributing to the quality of service delivery.
6. Maintain on a day to day basis the office equipment, information technology and office systems to ensure effective services.
7. Participate in the recruitment and induction of business support staff in the Customer Pathway and facilitate their integration into the workplace.
8. Monitor business processes and budgets and liaise with Team Managers as appropriate, thereby assisting in meeting budgetary and organisational targets.
9. Ensure the record and data management systems within the Customer Pathway are maintained to high standard to enable staff to carry out their duties effectively and ensure customers experience a high quality service.
10. Support the implementation and use of Information Technology to increase the effectiveness and efficiency of the Customer Pathway structure.
11. Take a lead role in the review of business processes and systems, producing proposals for change if necessary.
12. Provide an efficient response to requests to protect the property of clients in line with statutory requirements.
13. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
14. 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.
15. 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

| **Post Title:** | Senior Business Support Officer (Senior Administrator) |
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| **Grade** | Grade H |
| **Service Area:** | West Northamptonshire Adult Social Care |

| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** |
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| **Education and Qualifications** | Educated to a good GCSE level, or equivalent, particularly including English and Maths  IT skills and proficient in the use of Microsoft Office applications. | NVQ Level 3 Business and Administration or equivalent recognised qualification.  Educated to A level standard in English  Typing or Word processing qualification |
| **Experience and Knowledge** | Understanding of office environments, record maintenance/management and financial systems sufficient to devise and improve administrative systems. | Experience in business writing skills (reports, minutes etc).  Experience of IT.  Knowledge of Health and Safety requirements.  Experience working in a busy office environment.  Previous experience as a supervisor. |
| **Ability and Skills** | Demonstrate effective supervisory skills.  Demonstrate excellent organisational ability including the application of information technology.  Demonstrate good written and verbal skills including telephone communication.  Ability to maintain a high level of accuracy and attention to detail with ability to produce well presented documents.  Able to plan and allocate work effectively and efficiently.  Able to meet deadlines and work in an organised manner.  Ability to travel effectively to different locations. | Demonstrate experience of arranging, supporting and minuting meetings. |
| **Equal Opportunities** | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |