

Job Description

Department: Strategic Resources

Division/Section: Business Support

Job Title: Business Support Assistant

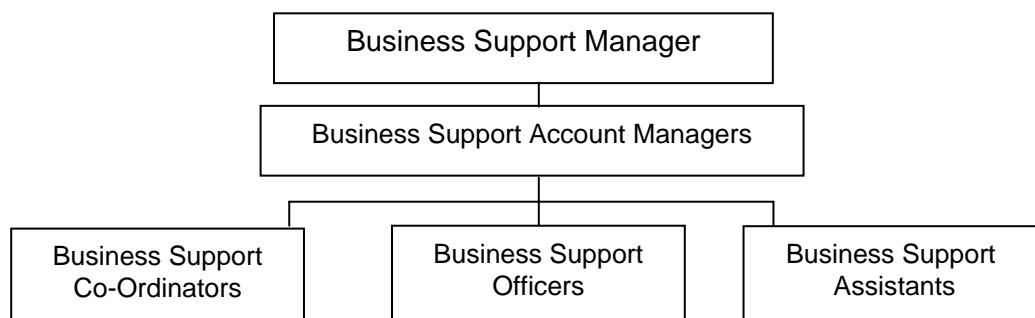
Post No:

Grade: Grade 3

Reports to: Business Account Managers

Organisation Chart:

Show immediate manager and any jobs reporting to this post, including grades.



CRB Check applicable?

Standard Enhanced None

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes No

Line Management responsibility for:

No. of direct reports: None

No. of indirect reports: None

Size of budget: Not applicable

Job Purpose:

Providing assistance to all members of the Business Support Team and contribute to the effective and efficient operation of the service

Main Duties and Responsibilities:

1. Provide a cross team general business support service in relation to any of the functions undertaken throughout the Division (at a level commensurate with the grade of the post), in a flexible manner, ensuring that an effective, efficient and customer focussed service is delivered within required timescales.
2. Use and maintain accurate records, systems and databases/spreadsheets to enable effective and useful information, reports and statistics to be provided.
3. Assist with the maintenance of filing systems, both electronic and manual to enable

files to be accurately located.

4. Provide assistance for visitors/telephone callers to the Service, ensuring that they are dealt with in a professional and effective manner, and resolved or redirected as appropriate.
5. To respond to requests for information from service users and officers and maintain appropriate records.
6. Undertake photocopying/duplication/binding as required within timescales agreed.
7. Provide a word processing/desk top publishing/presentation slides service to the staff of the Division, ensuring best use is made of software in producing documents of a high quality professional appearance.
8. Monitor stationery levels for all users of the service and inform appropriate Business Support Admin Assistant of stationery requirements to enable them to order accordingly.
9. Participate in appropriate aspects of training and personal development, using all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service line with corporate, departmental and divisional Business Plan and service priorities.
10. Embrace the City Council's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.
11. Carry out all duties ensuring that all work complies with the Standing Orders and Financial Regulations of the City Council. Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the City Council's safety plan.

Generic Matrix Profile

COMMUNICATION

(a) Oral Communication

The role holder receives, understands and conveys straightforward information in a clear and accurate manner.

(b) Written Communication

The role holder receives, understands and conveys straightforward information in a clear and accurate manner.

TEAM WORK AND MOTIVATION

Main Focus: The role holder is required to participate in and deliver their contribution to a team.

Important Requirements: The role holder is also required to:

- be supportive and encouraging of others in a team
- contribute to building team morale as an active participant in the team.

LIAISON AND NETWORKING

The role holder is required to carry out standard day to day liaison using existing procedures in order to:

- pass on information promptly
- keep people informed to ensure co-ordination of effort and that work is done effectively.

The role holder is also required to participate in networks within the Council or externally in order to:

- pass on information promptly
- keep people informed to ensure co-ordination of effort and that work is done effectively.

SERVICE DELIVERY

The role holder is required to:

- deal with internal or external contacts who ask for service or require information
- create a positive image of the Council by being responsive and prompt in responding to requests and referring the user to the right person if necessary.

Contact is usually initiated by the customer and typically involves routine tasks with set standards or procedures.

DECISION MAKING PROCESSES

The role holder is required to:

- take independent decisions which have a minor impact
- be party to some collaborative decisions which have a minor impact, working with others to reach an optimal conclusion.

PLANNING AND ORGANISING RESOURCES

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives.

INITIATIVE AND PROBLEM SOLVING

The role holder is required to:

- solve standard day to day problems as they arise
- choose between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before
- recognise when a problem should be referred to others.

ANALYSIS AND RESEARCH

Main Focus: The role holder is required to establish the basic facts in situations which require further investigation and inform others if necessary.

Important Requirements: The role holder is also required to analyse routine data or information using predetermined procedures, gathering the information from standard sources.

SENSORY AND PHYSICAL DEMANDS

The role holder is required to carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.

WORK ENVIRONMENT

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed.

TEAM DEVELOPMENT

The role holder is occasionally required to advise or guide new starters working in the same role or unit

on standard information or procedures.

KNOWLEDGE AND EXPERIENCE

The role holder is required to have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others.

Generic Responsibilities: To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

Flexibility Clause: Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: 28/01/09 **COMPLETED BY:** Karen Harrington

Person Specification

JOB TITLE: Business Support Assistant **POST NO:**

GRADE: 3 **DEPARTMENT:** Strategic Resources

HOURS: TBC - depending on assignment

DIVISION: Business Support **DIRECTOR:** John Harrison

DATE: 28/01/09 **COMPLETED BY:** Karen Harrington

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of the local government 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> Verbal communication – ability to communicate effectively at all levels Written – memos, letters minutes Organisational skills – ability to maintain administrative services and prioritise conflicting demands Computer skills – ability to use a range of IT packages including Microsoft Office Accuracy – pay attention to detail Numeracy - calculate/check/produce figures/statistics where required 	
EXPERIENCE	<ul style="list-style-type: none"> Competencies associated with NVQ Level 2 in Administration/ Business Studies At least 12 months experience in clerical and admin work 	
QUALIFICATIONS	<ul style="list-style-type: none"> GCSE or equivalent 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> Able to work flexibly to meet the requirements of the post and the exigencies of the service 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]