

# BUSINESS SUPPORT ASSISTANT

## Role Profile



<b>Title</b>	Business Support Assistant	
<b>Grade</b>	GRADE B	
<b>Reference:</b>	N1078	
<b>Reports to:</b>	Team Leader	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Customer Facing Worker	
<b>Primary purpose of role</b>	To provide quality clerical and administrative support across a range of departments contributing to the smooth and effective running of the service.	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>▪ Effective communication across the Council when dealing with standard and routine customer enquiries (25%)</li> <li>▪ Undertake effective administrative support processes across the service (50%)</li> <li>▪ Updating and maintaining files and systems (25%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>▪ Customer Satisfaction</li> <li>▪ Staff satisfaction</li> <li>▪ Administrative systems and records are kept up to date with clear and concise information.</li> <li>▪ Provision of a customer -focussed service that is efficient, reliant and supports departmental and organisational objectives.</li> <li>▪ Administrative documentation and processes are followed/developed to a high and consistent standard.</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Handling and processing considerable amounts of manual and electronic information where care, accuracy and confidentiality are important, for example scanning and indexing and regular input to a range of systems (20%)</li> <li>▪ Preparation of bundles, photocopying, sorting and paginating of documentation (for e.g. court hearings) (10%)</li> <li>▪ Updating and maintaining electronic customer records by keeping accurate information in accordance with the data protection act (15%)</li> <li>▪ Provide general admin support to the department including, filing, typing, answering the telephone and taking messages (10%)</li> <li>▪ Assist with outgoing and incoming post, seal, sign and stamp documents (15%)</li> <li>▪ Raising purchase orders and processing invoices (20%)</li> </ul>	

	<ul style="list-style-type: none"> <li>Supporting the storage, retention and disposal of sensitive confidential records (5%)</li> <li>Proactively provide suggestions to the team on measures to improve the service in terms of efficiency, customer experience and best practice-supporting a continuous improvement ethos (5%)</li> <li>Carry out other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>GCSE grade A*-C (9-4) or equivalent in Maths and English</li> <li>A willingness to undertake appropriate learning and development as required</li> </ul>
<b>Desirable qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>NVQ Level 2 or 3</li> <li>Functional skills in numeracy and literacy</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>Experience in an administrative environment</li> <li>Experience of working effectively as part of a team</li> <li>Experience of providing customer care</li> <li>Experience of maintaining records/database systems</li> <li>Experience of using Microsoft Software Packages e.g. Word, Excel, Outlook</li> <li>Experience of working in an environment where information needs to be kept confidential</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>Knowledge of the services and support provided by the Council</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>Keyboard skills required for letters, spreadsheets, databases and data entry.</li> <li>Basic numeracy skills required for carrying out straightforward calculations and ensuring the accuracy of data.</li> <li>Basic literacy skills required for dealing with correspondence in the form of template letters.</li> <li>Judgement skills are required for identifying straightforward solutions to simple problems.</li> <li>Customer care skills are required to deliver an excellent service to customers.</li> <li>Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers.</li> <li>Time management skills to prioritise work appropriately, be punctual and meet deadlines.</li> <li>The job involves working from instructions, making minor decisions involving the use of initiative.</li> </ul>
<b>Corporate standards</b>	
<ul style="list-style-type: none"> <li>In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> </ul>	

- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.