

## Job Description *Business Support Officer*

<b>Service:</b>	Education & Children's Services Business Support	<b>Team:</b>	Central Area Team 2 – Minute Taker
<b>Location:</b>	Sydney Street, Lytham St Annes/Home Working		
<b>Salary range:</b>	SCP 6-11	<b>Grade:</b>	5
<b>Reports to:</b>	Central Area Team Leader – Team 2	<b>Staff responsible for:</b>	N/A

### Job Purpose

Post holders will be expected to:

- To provide direct business support for Education and Children's Services working closely with operational staff, managers and customers in a highly sensitive environment
- With limited supervision maintain, update and extract information from systems.
- Support with the collection and collation of information relevant to the service and interpret and analyse where appropriate.
- Respond to, and resolve where appropriate, telephone, face to face, e-mail and postal enquiries
- Support with the allocation and distribution of work.

### Accountabilities/Responsibilities

The post-holder will undertake a range of functions that could include the following:-

- Interpret information accurately to produce high quality minutes to support the work of the Education and Children's Services, comply with legislation and meet statutory deadlines
- Service a variety of meetings which include sensitive, emotional and confidential information
- Support and advise as appropriate to chair of meetings
- Interpret information accurately to produce high quality minutes.
- Good keyboard skill are essential as the recording of meetings is taken directly onto suitable IT equipment
- The ability to respond to change in service need at short notice.
- Undertake other similar duties/responsibilities as required and appropriate to that grade

### Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

### We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## Person Specification *Business Support Officer*

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• 4 GCSE's A-C or 4-9 including English &amp; Maths or equivalent academic qualification. <b>Please note you will be required to provide evidence at your interview of the qualifications you have stated in your application that meet the essential criteria for this post.</b></li> <li>• If you do not have English and Maths GCSE's A-C or 4-9 or equivalent academic qualification substantial experience in an appropriate work environment demonstrating literacy and numeracy ability will be taken into consideration. You will still be required to have 2 GCSE's A-C or 4-9 or equivalent academic qualifications.</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working with customers internal and or external either face to face or by phone (A) (I)</li> <li>• Business Support experience, including regular use of ICT systems and office routines such as mail, filing, photocopying, telephone (A) (I)</li> <li>• Experience of taking notes / minutes at meetings (A) (I)</li> <li>• Ability to type accurately (A) (I)</li> <li>• * Support for meetings which could include arranging dates, room bookings and preparation of agendas, note taking and any other related tasks (A) (I)</li> <li>• * Previous experience of maintaining financial records and processing orders and invoices (A) (I)</li> <li>• * Using an electronic records management system (A) (I)</li> </ul>
<p><b>Essential knowledge, skills &amp; abilities</b></p> <ul style="list-style-type: none"> <li>• Knowledge of ICT systems including Microsoft Outlook, Word and Excel (A) (I)</li> <li>• Ability to provide business support including note taking at meetings (A) (I)</li> <li>• Ability to work under pressure within tight deadlines and to be able to prioritise conflicting demands (A) (I)</li> <li>• Ability to work as part of a team and independently as required (A) (I)</li> <li>• Ability to use own initiative (I)</li> </ul>

- Excellent communications skills (A) (I)
- Ability to maintain filing systems (A) (I)
- Ability to respect sensitivity and maintain confidentiality of information (I)

#### **Other essential requirements**

- Commitment to equality and diversity (I)
- Commitment to health and safety (I)
- Display the LCC values and behaviours at all times and actively promote them in others (I)
- Commitment to participate in training appropriate to the role (I)
- Flexibility is essential to provide support within Education and Children's Service Business Support as and when required which could include working from a different location (I)
- This is an essential car user post  
*You will be required to provide a car for your use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive*