

Lancashire County Council Combined Role Profile

Grade Profile - Grade 4 – Support Roles

Applies to **all** posts at Grade 4

Purpose

To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.

Scope of Work

Role holders will undertake a range of standardised procedures and use associated tools and equipment. Personal initiative will be required within the confines of the role.

Accountabilities/Responsibilities

The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role.

- Plan and organise straightforward tasks; or
- Exchange varied information with members of the public; or
- Carefully use very expensive equipment; or
- Handle and process considerable amounts of information; or
- Instruct, and check the work of, others; or
- Provide general information, advice and guidance on established internal procedures.

Skills, knowledge and experience

- Previous relevant experience or the ability to demonstrate the competence to carry out the job.
- Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable.

In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Completion of tasks to required standards and deadlines.

Lancashire County Council

Operational Context Form

Post title: Business Support Officer <i>(Please select from one of the prescribed generic job titles)</i>					
Directorate: Adult and Community Services			Location:	East / Central / North	
Establishment or team:		In House Adult Disability Services at:		Post number:	
Grade:	Grade 4	Staff responsibility:	No	Essential Car user:	No

Scope of Work – appropriate for this post:

The purpose of this job is to:

Under supervision maintain, update and extract information from systems and databases and provide general administrative / clerical / financial support. This could include producing financial and management information and / or the provision of general advice and guidance to the public or service users or call for the use of higher level text processing / spreadsheet / IT skills or audio typing that involves the use of a range of software packages

Accountabilities/Responsibilities – appropriate for this post:

1. To respond to Customers by:

- a) maintaining and respecting confidentiality at all times
- b) engaging and responding with dignity and respect to people supported by the service
- c) reception of visitors
- d) message taking
- e) answering the telephone
- f) managing enquiries
- g) dealing with contractors
- h) dealing with concerns and complaints

2. To undertake all aspects of administration duties required within a busy service by:

- a) collecting, inputting & providing data as required by Managers, highlighting any discrepancies
- b) developing and maintaining computerised and manual information systems including the Adult Social Care Customer Feedback Database in line with Data Protection and the Freedom of Information Acts
- c) maintaining accurate records including financial records as directed by Managers
- d) providing a word processing service as required, including notes of meetings, memos, reports, correspondence, client profiles, policies, procedures etc.
- e) photocopying, scanning, filing and processing mail
- f) using a range of software to support the development of a range of materials for the service, eg marketing brochures, accessible information

3. To arrange and service meetings as required by:
 - a) managing the use of rooms within the building
 - b) booking of rooms and hospitality
 - c) taking notes
 - d) preparation and distribution of information as required

Additional Supporting Information – specific to this post:

1. To assist with the security and management of buildings and valuables as directed by your line Manager
2. To take an active role in your personal and professional development through supervision, appraisal and training opportunities
3. All new appointees will be required to complete a programme of induction
4. Your attendance is required on all mandatory training

Prepared by:	Mary Lawrenson	Date:	October 2010
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

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 co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

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.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: Business Support Officer	Grade: Grade 4	
Directorate: Adult and Community services	Post number:	
Establishment or team: in House Adult Disability Services at:		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
3 GCSE 'O' Levels or Equivalent (Maths and English are essential)	E	AF/I
35 Words per Minute Typing speed	E	AF/I/T
ECDL/CLAIT or equivalent	D	AF/I
NVQ Business Administration	D	AF/I
Experience		
General experience in an office environment	E	AF/I
Typing experience, reports, minutes, letters etc	E	AF/I
Use of Telephony Systems	E	AF/I
Working with computers and systems such as Word, Excel	E	AF/I
Maintaining a high degree of accuracy	E	AF/I
Customer Focus - Dealing with the public (face to face/telephone/correspondence)	E	AF/I
Knowledge and skills		
ability to work flexibly around the needs of the service as well as using your own initiative	E	AF/I
To have knowledge of the cultures and religions of the communities of Lancashire	E	AF/I
Ability to work with a range of software	E	AF/I/T
Experience of handling financial transactions	D	AF/I
Ability to take notes of meetings	D	AF/I
Ability to communicate effectively with a wide range of people	D	AF/I
Knowledge of the range of services provided to customers	D	AF/I
Ability to work as part of a team	D	AF/I
Ability to produce work to the required standard in an effective and timely manner	D	AF/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3.		
4.		

Date:

October 2010

Note: We will always consider your references before confirming a job offer in writing.

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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Team/Establishment	
Post title	
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: (print name)	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc.</i>).	<input type="checkbox"/>	<input type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc.</i>).	<input type="checkbox"/>	<input type="checkbox"/>
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	<input type="checkbox"/>	<input type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc.</i>).	<input type="checkbox"/>	<input type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input type="checkbox"/>
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).	<input type="checkbox"/>	<input type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input type="checkbox"/>
8	Work with lead or lead-based products (<i>e.g. some paints</i>).	<input type="checkbox"/>	<input type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (<i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i>).	<input type="checkbox"/>	<input type="checkbox"/>

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (<i>e.g. at sensitive front line posts re abuse, aggression, assault</i>).	<input type="checkbox"/>	<input type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input type="checkbox"/>
13	Work with electrical wiring (<i>e.g. colour blindness</i>).	<input type="checkbox"/>	<input type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (<i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i>).	<input type="checkbox"/>	<input type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (<i>e.g. risk of wells disease, other animal borne diseases, zoonoses</i>).	<input type="checkbox"/>	<input type="checkbox"/>
16	Manual handling (<i>other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities</i>).	<input type="checkbox"/>	<input type="checkbox"/>
17	Working with vulnerable service users (<i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i>).	<input type="checkbox"/>	<input type="checkbox"/>
18	Work involving repetitive movements or forced posture (<i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i>).	<input type="checkbox"/>	<input type="checkbox"/>
19	Work as a regular display screen user (<i>where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period</i>).	<input type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager <i>(please print)</i>			
Telephone Number:		Date:	

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