**Lancashire County Council**

**Combined Role Profile**

**Grade Profile - Grade 4 – Support Roles**

Applies to all posts at Grade 4

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| --- |
| 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**

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| --- |
| **Post title:** Business Support Officer (Day Care) |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Directorate:** Adult Services - Older People | | | | | | **Location:** | Day Centres | | | |
| **Establishment or team:** | | | Day Centres | | | | **Post number:** | | |  |
| **Grade:** | Grade 4 | | | **Staff**  **responsibility:** |  | | **Essential Car user:** | | |  |
| **Scope of Work – appropriate for this post:**    The core value of Older Peoples Care Service is to promote dignity in care, independence and respect whilst providing high quality and competitive residential and day care and reablement services for the community. The service works in partnership with Lancashire's Safeguarding Adults multi agency policy.  Older Peoples Care Service aims to be the first choice provider of care services in the Lancashire Area.  The purpose of this role is to provide administrative and clerical support to the Day Centre Officer and the staff team and to complete administration tasks associated with running the Centre. | | | | | | | | | | |
| **Accountabilities/Responsibilities – appropriate for this post:**  1. Support the Day Centre by maintaining accurate data quality within established systems and processes.  2. Carrying out a range of administrative duties as required by staff working within the Day Centre, under the direction and supervision of a line manager/supervisor.  3. Respond to telephone, face to face, e-mail or postal communciations generated by the service and ensure a customer focused service is maintained.  4. Interface with Older People Care Service Business Support Team, service users, partners and staff with regard to general matters and service delivery.  5. Assist the Day Centre staff team in administration systems with regards to Human Resource issues e.g. Recruitment, CRB, Absence monitoring, Oracle, Annual leave, liason with central training team.  6. Maintain administration systems regarding Service User records e.g. setting up Service user files and information, communication with external health providers, transport and ACS etc.  7. Assist the Day Centre Team with financial transactions as required, e.g. daily income collection, petty cash, issue receipts, banking. | | | | | | | | | | |
| **Additional Supporting Information – specific to this post:**  Flexibility in relation to approach to work commitments and support. | | | | | | | | | | |
| **Prepared by:** | | Sharon Birkbeck | | | | | | **Date:** | 07/12/2022 | |

**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

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| **Person specification** | | | |
| **Post title:** Business Support Officer (Day Care) | | **Grade:** Grade 4 | |
| **Directorate:** Older Peoples Care Service | | **Post number:** | |
| **Establishment or team:** | | | |
| **Requirements** | **Essential (E)**  **or**  **Desirable (D)** | | **To be identified by: application form (AF),**  **interview (I),**  **test (T), or**  **other (give details)** |
| **Qualifications** |  | |  |
| 4 GCSE's including Maths and English grade A to C (or equivalent qualification) | E | | AF |
| ECDL or equivalent IT qualification | D | | AF/T |
| NVQ Business Administration | D | | AF |
|  |  | |  |
|  |  | |  |
| **Experience** |  | |  |
| Providing administrative support | E | | AF/I |
| Ability to work accurately under pressure | E | | AF/I |
| Use of Microsoft Office | E | | AF/I/T |
| Using an electronic records management system | D | | AF/I |
| Work in a social care customer facing environment | D | | AF/I |
|  |  | |  |
| **Knowledge and skills** |  | |  |
| Ability to use computerised systems  Ability to review and cleanse business data. | E  E | | AF/I/T  AF/I |
| Proven organisational and administrative skills with a thorough approach to written work and excellent spelling and grammar. | E | | AF/I/T |
| Ability to work to deadlines, prioritise and manage a range of tasks individually or as part of a team. | E | | AF/I |
| Excellent interpersonal and communication skills with the ability to communicate internally and externally with stakeholders. | E | | AF/I |
| Ability to maintain filing systems both electronic and manual to meet business and statutory requirements. | E | | AF/I |
| To solve problems using own initiative. | E | | AF/I |
| **Other (including special requirements)**   1. Commitment to equality and diversity 2. Commitment to health and safety 3. Display the LCC values and behaviours at all times and actively promote them in others | E  E  E | | I  I  I |

|  |  |  |  |
| --- | --- | --- | --- |
| **Date:** |  |  |  |
| **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.

**CONFIDENTIAL**

|  |  |
| --- | --- |
| Team/Establishment | Older Peoples Care Service |
| Post title | Recruitment Team Leader |
| Description of main activities the employee will be required to undertake (or attach role profile)  See attached | |
| Form completed by: (print name) Sharon Birkbeck | |

**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 *(e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc).* |  |  |
| 2 | Work in excessively noisy environments above statutory control limits (*Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc).* |  |  |
| 3 | Work in unusual environmental conditions (*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).* |  |  |
| 4 | Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (*e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc).* |  |  |
| 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. |  |  |
| 6 | Some contact with hazardous substances (*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).* |  |  |
| 7 | Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust. |  |  |
| 8 | Work with lead or lead-based products (*e.g. some paints).* |  |  |
| 9 | Food handling/preparation (of raw or uncooked food only). |  |  |
| 10 | Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work). |  |  |

**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 *(e.g. at sensitive front line posts re abuse, aggression, assault).* |  |  | |
| 12 | Working in isolation/lone working. |  |  | |
| 13 | Work with electrical wiring *(e.g. colour blindness).* |  |  | |
| 14 | Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (*e.g.* *site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).* |  |  | |
| 15 | Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock *(e.g. risk of weils disease, other animal borne diseases, zoonoses).* |  |  | |
| 16 | Manualhandling *(other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).* |  |  | |
| 17 | Working with vulnerable service users *(e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).* |  |  | |
| 18 | Work involving repetitive movements or forced posture *(e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).* |  |  | |
| 19 | Work as a regular display screen user *(where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).* |  |  | |

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 *(please print)*** | | Sharon Birkbeck | |
| **Telephone Number:** | 01772 537028 | **Date:** | 07/12/2022 |

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| 10/05/2011 |