

Job Description *Business Support Officer*

Service:	Education & Children's Services Business Support	Team:	Area East Team 5
Location:	Accrington		
Salary range:	SCP 4-6	Grade:	4
Reports to:	East Area Team Leader -Team 5	Staff responsible for:	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
- Under supervision maintain, update and extract information from systems.
- Assisting with the collection and collation of information relevant to the service
- Respond to, and resolve where appropriate, telephone, face to face, e-mail and postal enquiries

Accountabilities/Responsibilities

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

- Respond to and resolve enquiries where appropriate which could be received via telephone, face-to-face, email and postal
- Input and extract information from various databases
- Provide a reception service
- Managing your own workload in order to meet required deadlines with supervision as required
- Maintaining manual and electronic records and filing system
- Liaising with external and internal customers
- Photocopying, printing and scanning documents
- Handling incoming and outgoing post
- Providing business support for meetings, which could include arranging dates, room bookings and preparing agendas, or note taking
- Assisting with duties in relation to accurate and timely payments and maintenance of data within financial systems
- Assisting with the collection and collation of statistics, data or other Management Information
- Undertake other similar duties/responsibilities as required and appropriate to that grade

Other

- On occasions may have to attend meetings to take notes of the meeting
- 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

- **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).

Please note – (A) will be assessed on the application form and (I) will be assessed in the interview.

Qualifications
<ul style="list-style-type: none"> • * 4 GCSE's A-C or 4-9 including English & Maths or equivalent academic qualification (A)
Experience
<ul style="list-style-type: none"> • Experience of supporting people/customers either face to face or virtually (A) (I) • * Business Support experience, including regular use of IT systems and office routines which may include mail, filing, telephone communication and message taking (A) (I) • * Support for meetings which could include arranging dates, room bookings and preparation of agendas, note taking and any other related tasks (A) (I) • * Experience of following a system to process orders, invoices and financial records (A) (I) • * Using an electronic records/database system (A) (I)
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Knowledge of IT systems including Microsoft Outlook, Word and Excel (A) (I) • Ability to work as part of a team and independently as required (A) (I) • Ability to use your own initiative (I) • Good organisational skills (A) (I) • Excellent communications skills (A) (I) • Ability to respect sensitivity and maintain confidentiality of information (I) • * Ability to provide business support including note taking at meetings (A) (I) • * Ability to maintain filing systems (A) (I)
Other essential requirements
<ul style="list-style-type: none"> • 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)