

Job Description

Inclusive Communities Business Support Officer

Service:	Communities Engagement and Place Based Working	Team:	Inclusion and Cohesion
Location:	Preston County Hall		
Reports to:	Inclusion and Cohesion Manager	Staff responsible for:	0

<p>Job Purpose</p> <p>As an Inclusive Communities Business Support Officer with Lancashire County Council, you will support the delivery of the team’s strategic priorities, with a particular focus on promoting inclusion and strengthening community cohesion across Lancashire.</p> <p>You will play a key role in ensuring the effective coordination and delivery of projects by providing high-quality administrative and data support. The role requires a proactive and flexible approach, working across a range of initiatives within a dynamic and evolving policy environment.</p>
<p>Accountabilities/Responsibilities</p> <ol style="list-style-type: none"> 1. To provide flexible administrative and data input support for the Inclusion and Cohesion team 2. To assess quality check existing data and fill in any data gaps. 3. To provide support to the relevant governance and task groups, including maintaining forward plans, arranging meetings, coordinating agendas, taking minutes and proactively maintaining action logs. 4. Coordinate updates of programme documentation including risk registers, finance plans and delivery plans under the supervision of the resettlement lead. 5. Organize meetings and events as requested involving internal colleagues and high-level stakeholders. 6. Support delivery of the programme’s communication and engagement strategies, through collating key information and updates from partners, editing and writing communications and planning and delivering partnership events. 7. Deal efficiently and courteously with all queries and correspondence, both written and verbal from a wide range of internal and external customers. 8. Manage and update the content of the Inclusion and Cohesion website, internal web page and Facebook page.

9. Maintain and develop effective administration processes to meet the changing demands of the organization and contractual agreements.
10. Create graphics and other content for online platforms.
11. Build effective relationships, working collaboratively across localities, central government and the VCSE sector.
12. Accurately input, maintain and store data and documentation appropriately and in line with the General Data Protection Regulations (GDPR).
13. Work flexibly and support other organizational priorities in the Inclusion and Cohesion Team as necessary.
14. Personal commitment to continuous self-development and service improvement.

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

Inclusive Communities -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).

Qualifications
<ul style="list-style-type: none"> • Professional and/or academic level qualification at Level 3 equivalent or Higher. OR • substantial vocational experience in the field of Inclusion and Cohesion -support work.
Experience
<ul style="list-style-type: none"> • Providing administrative support within a team environment. • Organizing and facilitating multi-agency meetings. • Working to provide administrative support within a programme or project context. • Drafting or writing communications material such as web content or newsletters. • Delivering to deadlines. • Adapting to changing priorities. • Undertaking financial administration tasks and recording expenditure. • Using Microsoft Excel and database systems • Experience of working with large and confidential data sets including data input, quality checking and reconciliations. • Experience of using database systems • Ability to input data accurately. • Able to use own initiative.

Knowledge and Skills

- Strong planning and organizational skills, and the ability to multi-task.
- Creating infographic and leaflet design for multi-media purposes.
- Basic knowledge of project planning and delivery principles.
- Excellent written and verbal communication skills, with good standards of accuracy and attention to detail.
- Ability to convey messages in a clear and compelling way, tailoring content according to the audience.
- Ability to engage empathetically with vulnerable Service Users.
- Ability to exercise initiative to achieve objectives with minimum supervision.
- Ability to work effectively as part of a team.
- Ability to work to deadlines and to be flexible with changing priorities.
- Excellent people skills with demonstrated ability to work with a wider variety of individuals and groups both in person and remotely.
- Ability to manage own workload and take part in continuous professional development activities to improve own learning.
- Evidence of previous commitment to learning and/or employment.
- Ability to use a range of Microsoft office applications, including word, power point, excel and outlook.
- Strong knowledge of Microsoft Excel including data validation and formulas.
- Evidence of data collection and input tasks, including data quality checking.
- Evidence of working on database systems

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.

