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|  | **POST TITLE:** | **Business Support Assistant** |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 2  Job Evaluation Ref No: *A5341* |
|  | **LOCATION:** | Your normal place of work will be County Hall, Durham. However, you may be required to work at any council workplace within County Durham |

1. **Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Information Officer for the purposes of day to day supervision and appraisal.

1. **DESCRIPTION OF ROLE:**

The postholder will be responsible as part of a team for providing and maintaining an efficient and effective Corporate Post Room service.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* + To assist in preparation and distribution of all DCC postal services both incoming and outgoing post, together with providing an internal delivery and collection service to teams around County Hall.
* To provide advice and support in relation to postal matters for other staff.
  + Photocopying, and answering telephone queries.
  + Assisting in ordering stationary and equipment via the Oracle system, Day to day distribution of stores to staff located in County Hall.
  + Assist with the calculation of recharges for stores distribution.
  + Assist in the compilation of press cuttings for Legal staff and Elected Members.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | 4 GCSE's (Grade A-  C) in English Language or Literature or GNVQ in Business Admin or NVQ 2 in Business Admin or equivalent. |  | Application form  Selection Process  Pre-employment checks |
| **Experience** | Experience in an administrative/clerical environment.  Experience in use of Microsoft Word and Excel | Knowledge of use of databases  Knowledge of Oracle system  Experience of Post room or post duties  . | Application form  Selection Process  Pre-employment checks |
| **Skills/Knowledge** | Effective verbal communication.  Office management skills.  Ability to set up and manage effective filing systems.  Evidence of ability to prioritise workload | Evidence of ability to use Oracle system.  Customer Service awareness. | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | Team Worker  Good communicator  Flexible attitude to work  Approachable |  | Application form  Selection Process  Pre-employment checks |