

## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Darlington Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date, as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Business Support Officer Level 1**

**Vacancy ID: 008573**

Salary: £16,491 - £17,072 Annually

Closing Date: 18/03/2018

### **Benefits & Grade**

Grade H

### **Contract Details**

Permanent

### **Contract Hours**

37 hours per week

### **Job Description**

An exciting opportunity has arisen to join a centralised Business Support Unit providing Business Support across a wide range of teams within Services for People, Resources and Public Health.

We are currently looking to recruit Business Support Officers to work in different locations across our Children's and Adults Services. As this is a centralised Business Support Unit staff may be required to work across any location in the future to support the needs of the business.

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion please contact Mel Douglas (Business Support Co-ordinator) on 01325 405994.

An online application form and further information are available from [www.darlington.gov.uk/job-vacancies](http://www.darlington.gov.uk/job-vacancies). Alternatively, you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email: [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

**DARLINGTON BOROUGH COUNCIL**  
**NEIGHBORHOOD SERVICES & RESOURCES**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	Business Support Officer – Level 1
<b><u>GRADE :</u></b>	H
<b><u>JOB EVALUATION NO.</u></b>	C3127 – Level 2A C3030 – Level 2B
<b><u>REPORTING RELATIONSHIP</u></b>	Business Support Team Leader
<b><u>JOB PURPOSE :</u></b>	To provide an efficient and comprehensive business support service.
<b><u>POST NO.</u></b>	D13921

**\*\*\*Please note that this is a JOB PROFILE, not a Job Description and will require tailoring to the individual post. The following is an example of the level of duties / responsibilities expected at this level. It would be expected that the majority of the post holder's time would be taken up with these duties, although approximately 20% of their working time could be carrying out duties not listed in this profile.**

**MAIN DUTIES/RESPONSIBILITIES**

**Post holders working to this job description may undertake many of the following main duties and responsibilities, (but not necessarily all of them).**

In relation to children, young people and their families:

1. To undertake a range of business support tasks such as managing your own emails, copying, scanning, faxing, archiving, post, answering the telephone and taking messages.
2. To be responsible for inputting and updating records both manually and electronically on multiple systems, including extracting basic information within set parameters.
3. Carry out basic audit and quality control of data input.
4. Copy typing from notes, including completing standardised templates.
5. To deal with enquiries by telephone and face to face and ensure that they are dealt with effectively and efficiently, e.g. answering routine queries, signposting and taking messages where appropriate.
6. Provide telephone cover and assistance for other teams as required.
7. To input, complete and update both manual and electronic standard format data, checking the correct information is provided and chasing missing data.

8. Produce standard reports and presentations.
9. To provide basic facilities management – setting up rooms for meetings ensuring the required equipment and resources are available and assisting attendees.
10. Undertake the co-ordination of public information and literature, ensuring stock levels are maintained and in date.
11. To carry out routine invoicing, creating purchase orders (including orders for non-routine items), handling of petty cash and taking payments.
12. The population and creation of basic of spreadsheets, including the creation and use of basic formula.

**In addition, post holders working to this job profile may also undertake the following main duties and responsibilities, (but not necessarily all of them).**

13. To take notes at meetings.
14. To coordinate diary planning for the Senior Management Team and other senior managers, including entering agreed multiple engagements/meetings into electronic diaries.
15. To keep diaries up to date with all changes, including last minute changes each day to ensure an up to date record is maintained.
16. Management of Room bookings including inviting attendees and distribution of notes.
17. To be the dedicated Printer champion for the department, ensuring that stock levels are maintained, reporting faults and ensuring maintenance of the printers.

**At this level the post holder would be required to either have responsibilities for providing a reception service (Level 2A) or have responsibilities for financial administration (Level 2B).**

**Plus Level 2A**

18. To provide a reception facility, acting as the first point of contact, dealing with enquiries, ensuring that they are dealt with effectively and efficiently including responding to direct queries.

**OR**

**Plus Level 2B**

19. To be responsible for goods receipts, invoice coding, and dealing with associated queries. To monitor, authorise and audit financial processes and undertake relevant financial monitoring.

**General**

20. This post has a high level of contact with, and responsibility for children
21. To safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.

22. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
23. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. Conflicts of interest, gifts, hospitality and other matters covered by the Code.
24. Carry out your role in line with the Council's Equality agenda.
25. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
26. Any other duties of a similar nature related to this post that may be required from time-to-time.

***THIS POST IS SUBJECT TO AN ENHANCED DBS DISCLOSURE***

Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: November 2015

**DARLINGTON BOROUGH COUNCIL**  
**BUSINESS SUPPORT ASSISTANT – LEVEL 1**  
**NEIGHBOURHOOD SERVICES & RESOURCES**  
**POST NO – D13921**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	<b>Qualifications &amp; Education</b>		
	<b>Experience &amp; Knowledge</b>		
<b>1</b>	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages.	<b>E</b>	
<b>2</b>	Previous clerical experience and knowledge of clerical systems and procedures	<b>E</b>	
<b>3</b>	Experience of dealing with enquiries from a range of people	<b>E</b>	
<b>4</b>	Reception/telephone experience.		<b>D</b>
	<b>Skills</b>		
<b>5</b>	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	<b>E</b>	
<b>6</b>	Ability to organise own work with minimum supervision.	<b>E</b>	
<b>7</b>	Ability to work on own initiative as well as part of a team.	<b>E</b>	
<b>8</b>	Ability to work to a high degree of accuracy with attention to detail.	<b>E</b>	
<b>9</b>	Ability to communicate both orally and in writing to a range of audiences	<b>E</b>	
<b>10</b>	Level 2A Able to deal confidently with members of the public, colleagues, members and external organisations PLUS Ability to cope with confrontational situations OR Level 2 B Able to deal with invoices in accordance with council procedures and carry out relevant audit requirements	<b>E</b>	
	<b>Personal Attributes</b>		
<b>11</b>	Flexibility, willingness and motivation to expand knowledge and experience.	<b>E</b>	
<b>12</b>	Ability to maintain confidentiality.	<b>E</b>	

	<b>Special Requirements</b>		
<b>13</b>	Some posts may involve working in establishments that deal with vulnerable clients and as such applicants must be capable of working in this type of environment.	<b>E</b>	
<b>14</b>	Interest in working with children to promote their development and educational needs.	<b>E</b>	
<b>15</b>	Ability to form and maintain appropriate relationships and personal boundaries with children.	<b>E</b>	
<b>16</b>	Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.	<b>E</b>	
<b>17</b>	Suitability to work with children.	<b>E</b>	

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is currently 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 31 days plus 8 public holidays. Youth & Community Workers entitlement is 30 days plus 8 public holidays, increasing to 35 days with 5 years continuous service.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working for equality. Applications are welcomed from all persons regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity provided they have the necessary attributes to do the job.

### **Part time applications**

Part time applications will be considered for all posts. Further details should be sought from the recruiting manager.

### **Payment of Wages and Salaries**

Salary paid into bank account on the last working day of the month. Casual employees are paid monthly in arrears. All payments are made by credit transfer direct to a nominated bank or building society.

**Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a Disclosure and Barring Service (DBS) check. If this is the case an appropriate statement will appear in the recruitment advertisement.