

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to 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

Vacancy ID: 009295

Salary: £15,291.67 - £15,843.45 Annually

Closing Date: 23/09/2018

Benefits & Grade

Grade E

Contract Details

Permanent

Contract Hours

32 hours per week over 5 days, Monday - Friday

Interview Date

03/10/2018

Job Description

An exciting opportunity has arisen for a skilled worker to join Youth Direction, Business Support Team within the Early Help NEET & Progression Team. We are seeking to appoint a highly motivated individual who is able to work in a busy office environment to undertake reception duties, accurate data inputting, taking incoming telephone calls and making appropriate referrals to staff and other partner agencies. You must have excellent communication and IT skills.

You will operate within Stockton's Early Help delivery model and support young people and their families towards excellent outcomes within the Early Help framework.


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

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Pauline Whitfield, Business Support Team Leader, on 01642 524633.

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

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Children's Services		Service Area: Youth Direction	
JOB TITLE: Business Support Officer			
GRADE: E			
REPORTING TO: Business Support Team Leader			
1.	JOB SUMMARY: <ul style="list-style-type: none">To support the collection and reporting of information regarding service users and activities across Youth Direction functions.To provide direct support to clients and partners through face-to-face meet and greet duties and through telephone and other electronic media.To provide general administrative support.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To input, access and retrieve computerised information across a range of databases including CCIS, RAISE, ONE, FLARE, CareWorks, Keypoint in the support of case work and data returns to DofE and YJB.	
	2.	To provide direct support to clients and partners through meet and greet reception duties, and through electronic means including telephone, email and social media. This includes signposting and referral to appropriate staff or partner agencies.	
	3.	To maintain client confidentiality and have awareness of the Safeguarding agenda.	
	4.	To raise and process purchase orders and invoices using Agresso. To process and reconcile petty cash.	
	5.	To provide, in conjunction with other members of the administration team, the day-to-day admin support needed to develop and maintain the service, including word processing reports, action/business plans, Action Plans and information for clients, letters, internal and external mail etc.	
	6.	To provide support functions with regard to the general running of a busy office specifically Health & Safety, faults and repairs and control of Contractors.	
	7.	To assist in the provision of a support service for meetings, including organising and attending meetings, preparing agendas and minutes, minute taking where required.	
	8.	To assist in the production and distribution of high quality information and promotional material and to promote the work of Youth Direction at conferences and events as required.	

	9.	To operate an effective ordering and stock control system for the provision of office equipment/ resources.
	10	To support the requirements of Youth Direction staff in relation to Corporate Induction, Information Security Strategy, car parking passes, vehicle documentation, lone working devices, identity badges, personal development reviews, sickness absence management and other related issues, as directed.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of E using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**CHILDREN'S SERVICES
PERSON SPECIFICATION**

Job Title/Grade	Business Support Officer	E
Directorate / Service Area	Children's Services	Youth Direction
Post Ref:	19464	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>General education to NVQ Level 2 (or equivalent)</p> <p>The ability to communicate effectively both orally and in writing with a wide range of people</p> <p>Good standard of literacy and numeracy</p>	NVQ Business Administration level 2 or higher	Application form
Experience	Experience of working in a busy office environment	<p>Experience of direct work with young people</p> <p>Experience in a customer facing environment</p>	Application / Interview
Skills	<p>Computer literate including MS Office, databases and spreadsheets</p> <p>Competent in the use of general office equipment</p>	<p>Ability to organise own workload</p> <p>Minute taking</p>	

	<p>Excellent clerical and administration skills</p> <p>Effective and accurate keyboard skills</p> <p>Team working skills</p> <p>Excellent interpersonal skills</p> <p>Excellent written and oral communication skills</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Flexibility</p> <p>Ability to meet deadlines</p>		Application / Interview
Other requirements			

Person Specification dated 2016

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 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 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

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 towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. 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 DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.