

DARLINGTON BOROUGH COUNCIL
CHILDREN'S & ADULT'S SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Business Support Officer Level 2
<u>GRADE :</u>	Grade I
<u>JOB EVALUATION NO.</u>	C3132
<u>REPORTING RELATIONSHIP</u>	Business Support Team Leader
<u>JOB PURPOSE :</u>	To provide an efficient and comprehensive business support service
<u>POST NO.</u>	D12704

Please note that this is a JOB PROFILE, not a Job Description and may 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. A training plan may be provided which may clarify work areas as well as any training needs.

MAIN DUTIES/RESPONSIBILITIES

The post holder would be required to undertake a range of business support functions such as:

1. To undertake a range of administrative tasks including managing your own emails, copying, scanning, faxing, archiving, post, answering the telephone and taking messages.
2. Copy typing from notes, including completing standardised templates.
3. Provide telephone cover and assistance for other teams as required.
4. To provide basic facilities management – setting up rooms for meeting ensuring the required equipment and resources are available and assisting attendees.
5. Undertake the co-ordination of public information and literature, ensuring stock levels are maintained and in date.
6. To carry out routine invoicing, creating purchase orders (including orders for non-routine items), handling of petty cash and taking payments.
7. To take notes at meetings.
8. To be the dedicated Printer champion for the department, ensuring that stock levels are maintained, reporting faults and ensuring maintenance of the printers.

9. 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.
10. 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.
11. To be responsible for inputting and updating records both manually and electronically on multiple systems, including extracting required information.
12. Carry out audit and quality control of data input.
13. To deal with enquiries by telephone and face to face and ensure that they are dealt with effectively and efficiently, e.g. answering queries that require an understanding of the situation and an appropriate response, signposting and taking messages where appropriate. This may include dealing with enquiries outside of the office environment including promotions, events and court preparation.

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

14. To input, complete and update both manual and electronic standard format data, checking the correct information is provided, chasing missing data and providing a basic analysis of the information.
15. Produce detailed reports and presentations.
16. The population and creation of spreadsheets, which should include the creation and use of complex formula, extracting detailed information as required and providing basic analysis of the information.
17. To coordinate multiple diary planning for the Senior Management Team and other senior managers, including entering multiple and complex engagements/meetings into electronic diaries.
18. To be responsible to proactively keep diaries up to date with all changes, including last minute changes each day to ensure an up to date record is maintained. To chase up actions from meetings and associated paperwork is available.
19. Management of multiple room bookings including inviting attendees and distribution of notes.
20. Carry out creative typing as required, including the interpretation of notes and the creation of letters, tables and templates.
21. To take verbatim / safeguarding case notes at meetings as required, including multi agency meetings.

General

22. 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.
23. 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.

24. 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.
25. Carry out your role in line with the Council's Equality agenda.
26. 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.
27. Any other duties of a similar nature related to this post that may be required from time-to-time.

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 : From September 2011

DARLINGTON BOROUGH COUNCIL
BUSINESS SUPPORT OFFICER LEVEL 2
CHILDREN'S & ADULT'S SERVICES
POST NO. D12704

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
	Experience & Knowledge		
E1	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages	E	
E2	Previous clerical experience and knowledge of clerical systems and procedures	E	
E3	Experience of dealing with enquiries from a range of people	E	
E4	Experience of taking accurate notes of meetings	E	
D1	Reception/telephone experience		D
	Skills		
E5	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
E6	Able to prioritise workload and to plan tasks to meet deadlines	E	
E7	Ability to work on own initiative as well as part of a team	E	
E8	Ability to work to a high degree of accuracy with attention to detail	E	
E9	Ability to communicate both orally and in writing to a range of audiences	E	
E10	Able to deal confidently with members of the public, colleagues, members and external organisations	E	
E11	Able to deal with invoices in accordance with council procedures and carry out relevant audit requirements	E	
E12	Ability to take verbatim notes	E	

	Personal Attributes		
E13	Flexibility, willingness and motivation to expand knowledge and experience	E	
E14	Ability to maintain confidentiality	E	
E15	Ability to cope with and work in and confrontational situations	E	
	Special Requirements		
E16	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	E	