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| **Job Description** |
| **Post title** | Business Support Assistant |
| **JE Reference No** | A3585 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | The post holder will be accountable to the Business Services Hub Manager |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Play an active part as a team member in providing business support to users of our service.

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| **Duties and responsibilities** |

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

* Provision of an administrative and clerical support service for all aspects of work of the Team and the wider Service.
* Answer and deal with telephone/personal enquiries and correspondence.
* To be responsible for stock control, to include ordering and monitoring of stationery and equipment.
* Provide advice to staff in relation to requisitions and procurement guidelines.
* Update and maintain stationery recharge spreadsheet for issues to be recharged across Service areas.
* To produce requisitions in Oracle and deal with receipting and any related purchasing queries.
* Provide support for IT Orders – producing requisitions, dealing with queries and providing advice and support to colleagues.
* Provide administrative support as necessary to service users.

**Strategic**

* Act responsibly and within the Council’s policies at all times.
* To assist in implementing new technologies that will enable continuous improvement of service delivery.

**Quality**

* Operate quality systems and procedures within Business Support.

**Human Resources**

* 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 are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

**Resource Management**

* Ensure that the Standing Orders and Financial Regulations of the Authority are adhered to.

**Representation**

* To represent the Council and to attend Court as necessary in any legal proceedings relating to the Service.

**Miscellaneous**

* Maintain professional competence and, in particular, awareness of changes in law, policy and Government advice which are relevant to the advice and service given by the Authority at all times.
* Uphold the Authority’s standing as a body providing public services in a professional, competent, helpful and polite manner.
* All members of staff are required to undertake they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.
* Deputise for the Business Support Team Manager on all matters associated with the Service as directed.
* 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.

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 byyour Manager

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * BTEC National in Public Administration or equivalent or NVQ3 in Business admin or equivalent.
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| Experience | * Experience in an administrative/clerical environment.
* Experience in use of Microsoft Word and Excel.
 | * Knowledge of use of databases.
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| Skills & Knowledge | * Effective verbal communication and office management skills.
* Ability to set up and manage effective filing systems.
* Evidence of ability to prioritise workload.
* Demonstrate good understanding of procurement guidelines.
 | * Good working knowledge of Oracle.
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| Personal Qualities | * Team Worker
* Good communicator
* Flexible attitude to work
* Approachable
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