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| **Job Description** |
| **Post title** | Business Support Assistant |
| **JE Reference No** | A5017 |
| **Grade** | 3 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support |
| **Reporting to** | Business Support Assistant |
| **Location** | Your normal place of work will be one of the Locality Team Offices but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a 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** |

The post holder will be required to provide a comprehensive, effective and confidential general administrative service to the adult social care team on a day to day basis. To act as a member of the administrative team, demonstrating a flexible approach, ensuring the needs of the Locality Team are met.

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| **Duties and responsibilities** |

* Provide administrative support to the Document Management Team. Deal with incoming calls, ensuring messages are prioritised and delivered in a timely manner.
* Develop and maintain appropriate filing system, both manual and computerised, ensuring efficient collation, storage and retrieval of information.
* Provide a highquality copy typing and word processing service, producing correspondence, reports and other documents as required, including work of a confidential nature.
* Provide an electronic data input service ensuring information is inputted accurately.
* Collate material and information for various meetings. Ensuring papers are

 provided and distributed on time and appropriately.

* Organise venues, refreshments, equipment and assorted materials for events and meetings.
* Maintain appointment diaries, schedule appointments, co-ordinate meetings.
* Carrying out other secretarial/administrative tasks as required, including photocopying, collation.
* Log incoming invoices as per procedure.
* Prepare and dispatch care plans/information to service users.
* Any other duties as and when required commensurate of the post.

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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 | * NVQ Level II in Business Administration (or equivalent)
 | * RSA II Typing (or equivalent/working towards)
* Microsoft Office Specialist qualification or ECDL, or willing to work towards
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| Experience | * Previous office/ reception experience.
* Experience of Microsoft packages: Word and Excel
* Experience of Email and Internet
 | * Customer care experience
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| Skills & Knowledge | * Good keyboard skills with proven typing ability
* Good communication skills
* Good interpersonal skills and telephone manner
* Ability to work as part of a team
* Ability to prioritise workload
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
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| Personal Qualities | * Flexible and adaptable to the changing needs of the role
* Committed to personal development within the workplace
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