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| **Job Description** |
| **Post title** | Business Support Officer |
| **JE Reference No** | A6232 |
| **Grade** | 5 |
| **Service** | Resources |
| **Service Area** | Business Support – Adult and Health Services |
| **Reporting to** | This post is accountable to the Leadership Centre Development Officer |
| **Location** | Your normal place of work will be One of the Locality Team office baseswithin County Durham but you may be required to work at any Councilworkplace 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 manage and provide a comprehensive, effective and confidential general administrative service to the adult social care team on a day to day basis. To lead the administrative team, demonstrating a flexible approach, ensuring the needs of the Locality Team are met.

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| **Duties and responsibilities** |

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

* To oversee the day to day admin tasks of the team.
* To liaise with external agencies, e.g. GP Surgeries, Hospitals, Intermediate Care Plus, Care providers as needed/requested by members of the Locality team to obtain service user information.
* To develop and maintain effective business and administrative support systems within the team.To deal with incoming telephone calls ensuring messages are prioritised and delivered in a timely manner.
* To liaise with clients, families and care providers and carry out Welfare Checks following discharge from hospital.
* Prepare and distribute information as and when required.
* To process incoming & outgoing mail.
* Reporting IT faults and problems, progress chasing etc in line with good practice.
* Maintaining stocks of office supplies.
* Support and arrange meetings for the team and provide a note taking service when required.
* Support with staff records.
* Develop and maintain appropriate filing system, both manual and computerised, ensuring efficient collation, storage and retrieval of information.
* Produce correspondence, reports and other documents as required, including work of a confidential nature.
* Provide an electronic data input service ensuring information is inputted accurately.
* Communicate, collate and action information with internal and external agencies, to support the panel process.
* Carrying out other administrative tasks as required, including photocopying, collation.Log incoming invoices as per procedure.
* 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 3 in Business Administration or equivalent | Microsoft Office Specialist qualification or ECDL, or willing to work towards |
| Experience | Track record of working to provide efficient and timely administrative supportExperience in planning and organising meetings, including minute takingMaintaining a database and record keepingExperience of a range of Microsoft packagesPrevious office/administration experience | Experience of audio typingExperience of inputting data bespoke packages such as Azeus, |
| Skills & Knowledge | Excellent interpersonal and communication skillsGood presentation skills to formulate reportsAbility to organise own workload and prioritise, often under pressureAbility to use initiative and work to demanding deadlinesDemonstrate ability to work well within a teamGood keyboard skills with proven typing ability to a high standard | Knowledge and understanding of patient confidentiality issues |
| Personal Qualities | Flexible and adaptable to the changing needs of the roleCommitted to personal development within the workplace |  |