

JOB TITLE	BUSINESS SUPPORT ASSISTANT LEVEL 2
TEAM	SUPPORTING ADULTS AND CHILDREN (HUB TEAM)
DIRECTORATE	RESOURCES
WORK BASE	GRANTHAM AREA OFFICE

This job brief sits alongside the job description for this role.

Key Objective –

The Business Support Assistant role is a varied role and you may be required to work at other sites in around Grantham. The tasks listed below are primary responsibilities for this position and a key part of what the post holder will need to undertake.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Adult Social Care , including support to Safeguarding
Children's Services (FAST) , including support to Safeguarding
Supporting Grantham Hospital Social Care Team
Day Services Support
Dealing with queries from Providers , Service Users and their Carers and Adult Social Care Practitioners
Use of Mosaic
Reception - and all associated duties
Induction support & Building Induction for service staff

THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE
Provision of high quality support to all internal and external customers
Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint
Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution
Recording, reporting, distribution and collection of mail (where no central team undertaking)
Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures
Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)
Receive routine telephone enquiries, message taking and call re-direction
File maintenance
Filing / electronic filing, Records Management, Subject Access Request
Orders, receives, checks and distributes stocks of stationery and other consumable items (where no central team undertaking)
Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)
Fire Marshall cover (where appropriate)
Record and update sickness database (where no central team undertaking)
Imprest purchasing and petty cash (where no central team undertaking)
Health & Safety support and awareness
General minute taking
Peer training/coaching/mentoring

Induction support
Accommodation / property support to Supervisor (where no central team undertaking)
Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)
Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)
Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature
Equipment maintenance (where no central team undertaking)