

JOB TITLE	BUSINESS SUPPORT ASSISTANT
TEAM	BUSINESS SUPPORT – ADULTS
DIRECTORATE	RESOURCES
WORK BASE	Louth
AUTHOR	Jeanette Amaral
DATE	08/05/25

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

Key Objective –

To provide a full range of Business Support services to the Adult Care and Wellbeing Team and Learning Disabilities Team based in Louth. Ensuring that Mosaic support, customer service, finance processing and records management are adhered to in line with LCC Policies and Regulations.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
<ul style="list-style-type: none"> • Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor) • Mosaic user • Business Objects reports • Room booking • Coordinating Adults team meetings • Recording of sickness, annual leave and training on Service spreadsheets • Mosaic superuser support • Welfare checks and personal calendar updates • 28 day assessment monitoring • Short & Long Term Care, Panel, Provider Query Spreadsheets • 10 day financial assessment calls • Answering and dealing with Area Office Hub calls and sending emails to Social Workers • Interview support including meet and greet, copying documents and timing assessments. • Create and maintain spreadsheets as required • Create and maintain rotas and annual leave cards as requested • Providing cover where necessary in other BS offices

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)