

<b>JOB TITLE</b>	Business Support Assistant
<b>TEAM</b>	Business Support – FAST
<b>DIRECTORATE</b>	Resources
<b>WORK BASE</b>	Lexicon House
<b>AUTHOR</b>	RJ
<b>LAST UPDATED</b>	03/06/25

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

### **Key Objective –**

To provide a full range of Business Support services based at Lexicon House. 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
Administrative support to the North Kesteven FAST team
Client Accounts & Service Users – ensuring monies distributed appropriately with authorisation
Monitoring emails from internal and external customers
Reporting property issues to the Property Call Centre, and coordinating requests and liaising with contractors including ensuring asbestos register signed
Ensuring that fire alarm, bomb alerts and panic alarms are tested and working
Maintain a safe environment throughout the centre observing all H&S procedures and RA's
Liaising with other authorities regarding out of county cases
Raising purchase orders and making payments via procurement card
Administration for procurement cards
Booking Transport/childcare/family time/meetings/joint supervisions/school
Telephone duty – taking enquiries, passing on messages and calling back callers with information
Typing up notes and adding to Mosaic
Uploading documents to Mosaic
Organising translators
Taking minutes/typing of minutes of Core Groups, CIN/CP meetings, Strategy Meetings and circulating where required
Pre-populating and distributing reports
Formatting and proof-reading reports and chronologies
Completing agency checks with GP's, schools and the police
Monitoring IT devices/asset register
Creating genograms/network maps
Handling SAR's requests and requests for information from other agencies
Supporting with Child Protection Meeting invites and distributing where necessary

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)