

JOB TITLE	Business Support Assistant Foundation
TEAM	Reception & Commercial
DIRECTORATE	RESOURCES
WORK BASE	Lincoln – County Offices
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This job brief sits alongside the job description for this role.

Key Objective –

To provide a high level of administrative support to Lincoln Reception & Commercial Business Support teams, learning key skills and behaviours to support the completion of an apprenticeship.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Completion of a variety of reports specific to the Reception
General reception duties, including but not limited to greeting members of the public, individuals accessing our services and visitors to the Lincoln campus and resolving queries
General inbox queries, actioning, responding and filing in the relevant locations
Minute taking support
Data entry
Support with process and financial queries
Support in administration of the completion and the variation of contracts between Lincolnshire County Council and Social Care providers while safeguarding the correct process of sensitive data.
Working in line with new processes and systems (such as move to SharePoint)

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)