

<b>JOB TITLE</b>	Business Support Assistant Foundation
<b>TEAM</b>	Highways
<b>DIRECTORATE</b>	RESOURCES
<b>WORK BASE</b>	Lincs Laboratory, St. Georges Lane Riseholme, Sudbrooke LN2 2LQ
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<b>DATE OF LAST UPDATE</b>	12 <sup>th</sup> November 2024

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

**Key Objective –**

To provide a high level of administrative support to Lincs Laboratory, 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 Lincs Laboratory
General reception duties, including but not limited to answering the phones, greeting contractors and visitors to the office
General inbox queries, actioning, responding and filing in the relevant locations
Minute taking support
Supporting with property related queries.
Routine filing, archiving and storing of historic data
Booking meeting rooms and confirming availability
Open, sort and distribute incoming mail and deliveries
PPE stock control and distribution
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)

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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)