

JOB TITLE	BUSINESS SUPPORT ASSISTANT FOUNDATION
TEAM	Louth & Horncastle
DIRECTORATE	RESOURCES
WORK BASE	Louth Keily House
AUTHOR	Jeanette Amaral
DATE OF LAST UPDATE	19/02/25

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

Key Objective –

To learn to provide an efficient and reliable Business Support service to professional service staff across Louth and Horncastle, supporting Adult and Children's Social Care and Early Help

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Answer customer calls and send messages to social workers, be on a rota with the other members of the Business Support Team
Open, sort and distribute incoming mail
Manage outwards correspondence to be collected and stamped in time for collection.
Type and format letters from written drafts.
Scan and/or upload documents into MOSAIC or other local systems
Provide data entry support to the teams on local systems
Undertake routine filing tasks timely and accurately
Book Taxis
Carry out tasks that come into shared email
Obtain quotes for transport requests following financial rules
Process STT paperwork following the STT process
Book meeting rooms as required.

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)