

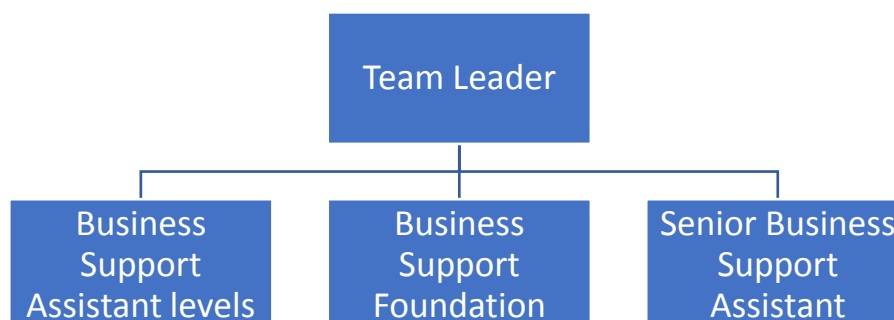
JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources	Job Ref Number: 02583
Service Area: Business Support	Grade: G1 (click here for value)
Job Title: Business Support Foundation	

PURPOSE OF JOB:

As part of the wider Business Support family, to provide flexible and resilient support to all internal and external customers across Lincolnshire County Council through provision of administrative, clerical and/or other associated supportive functions.

TEAM STRUCTURE:



MAIN DUTIES:

1	<p>To work within a defined Business Support team providing support across a variety of administrative and clerical functions, including, but not limited to, data entry, general office support and completion of defined service tasks.</p> <p>Tasks can include:</p> <ul style="list-style-type: none"> . Foundation level administrative support within defined service areas such as Adult Care and Community Wellbeing, Children's Services, Environment and Economy, and Finance and Public Protection and often within locality teams supporting multiple service areas . Data entry . Mail services . Typing services, filing, photocopying and telephone cover . Reception duties . Preparing files for off-site storage . Sorting stationery orders
2	<p>To operate and update various LCC computer systems accurately and within defined areas of responsibility, complying with all LCC policies and within timescales</p>
3	<p>To support LCC's Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data.</p>

4	To provide a high quality customer service to both internal and external customers and promote Equality and Diversity at all times.
5	To ensure the smooth running of the team office through provision of generic administrative support tasks such as filing, photocopying and typing.
6	To take personal responsibility for completing allocated areas of work as part of individual and team objectives and identify any improvements to operational processes, making best use of LCC resources.
7	Remain up to date with all training requirements of the role including but not limited to Information Governance and Safeguarding and ensure that these are implemented on a daily basis.
8	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
9	Undertake where appropriate an Apprenticeship qualification within Customer Service to Business Administration

PERSON SPECIFICATION

In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

I, P

X

Requirements	Where identified*	Essential	Desirable
Undertake where appropriate an Apprenticeship qualification within Customer Service to Business Administration".	A / I	X	
At least 5 GCSE passes at Grade C or above or equivalent	A		X
Experience of MS Office: Word, Excel as a minimum	A	X	
Understanding of how to provide excellent customer Service	I/T		X
Willingness to learn how to deal with the public either face to face, telephone written capacity.	A/ I	X	
Is thorough and pays attention to detail	A / T	X	
Demonstrating problem solving capabilities.	A / I	X	
Working on own initiative	I / T		X
Good written and verbal skills	A / I		X
Committed to self-development including the ability to attend training courses which may be away from the office	A / I		X
Flexibility and a responsible approach to work	I / T		X

Willingness to understand the accuracy of data entry	A / I		X
Willingness to learn and progress and undertake minute taking	I		X
Seeks common ground with others and own team	I / T	X	
An awareness of Health and Safety within the workplace	A / I		X
An awareness of Data Protection within the workplace	A / I		X
In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	A / I	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Details:	
Job Title	Business Support Foundation
Identifier	02583
Director Area	Resources
Service Area	Business Support
Section	
Date	26/07/2018
Score	212
Grade	Grade 1
Description	

Factor Levels:	
Supervision/Management Of People	1
Dispersal Awarded	No
Creativity & Innovation	2
Contacts & Relationships	2
Decisions - Discretion	1
Decisions - Consequences	1
Resources	1
Work Demands	1
Physical Demands	1
Working Conditions	1
Work Context	1
Knowledge & Skill	1