

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources	Job Ref Number: 10230
Service Area: Business Support	Grade: 5 (click here for value)

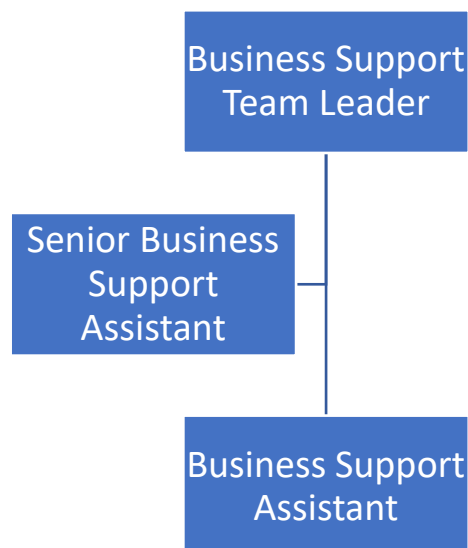
**Job Title:
Senior Business Support Assistant**

PURPOSE OF JOB:

As part of the wider Business Support family, to provide high quality 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.

Support the high level delivery of excellent customer service as part of cross-functional and multi skilled team, ensuring work is completed within agreed standards and timescales.

TEAM STRUCTURE:



MAIN DUTIES:

1	To work within a defined Business Support team providing a high level of support across a variety of administrative and clerical functions, including but not limited to meeting support, data entry, general office support and completion of defined service tasks. Tasks can include: Administrative support within defined service areas such as Adult Care
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	and Community Wellbeing, Children's Services, Environment and Economy, and Finance and Public Protection and often within locality teams supporting multiple service areas • Research and collate performance information • Agresso Requisitioning and Sales • Data entry/recording • Arranging training/meetings and supporting facilitation of these • Coordination of premises maintenance • Production of management information for customers • Assisting with staff induction • Workload management • Supervision of G1 apprentices
2	To ensure smooth team running through planning, allocating and evaluating work carried out by self and individual team members. Plan activities, determine work methods to achieve objectives and evaluate against targets.
3	To demonstrate, train and mentor new starters and unskilled staff on local systems.
4	Use problem solving skills to achieve the provision of support services across a range of standard administration tasks. Support constantly changing requirements and deadlines, anticipate such changes and take appropriate action.
5	Perform monitoring and maintenance tasks of all information systems, including but not limited to, corporate systems and Directorate/Service bespoke systems. Provide reports through the use of technology and systems. Provide specialist system user support where appropriate.
6	To operate and update various LCC computer systems accurately and within defined areas of responsibility, complying with all LCC policies and within timescales.
7	To support LCC's Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data.
8	To provide a high quality customer service to both internal and external customers and promote Equality and Diversity at all times.
9	To ensure the smooth running of the team office through workload management, supporting outcomes, rotas and ensuring cover compliance at all customer facing contact points.
10	To provide a high quality customer service to both internal and external customers, resolving, where possible, expressions of dissatisfaction or complaints, and promote Equality & Diversity at all times.
11	To undertake financial support including procurement activities, sales and other payments in accordance with relevant financial regulations.

12	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.
13	Having an excellent understanding of 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.
14	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.

PERSON SPECIFICATION

KNOWLEDGE AND SKILLS	How identified*	Essential	Desirable	Core Competency
At least 5 GCSE passes at Grade C or above or equivalent	A	✓		Personal Responsibility
NVQ Level 3 Business Administration or equivalent (achievement of 50% of units if in progress)	A		✓	Personal Responsibility
Experience of MS Office: Word, Excel as a minimum	A	✓		Tech Skills and Support
Understanding of how to provide excellent customer Service	I / T	✓		Customer Service
Experience in dealing with the public either face to face, telephone written capacity	A / I	✓		Customer Service
Is thorough and pays attention to detail	A / T	✓		Personal Responsibility
Demonstrating problem solving capabilities	A / I	✓		Initiative, Creativity and Innovation
Working on own initiative	I / T	✓		Initiative, Creativity and Innovation; Time and Workload Management
Ability to manage own time and workload	A / I	✓		Time and Workload Management
Good written and verbal skills	A / I	✓		Communication
Committed to self-development including the ability to attend training courses which may be away from the office	A / I	✓		Personal Responsibility
Flexibility and a responsible approach to work	I / T	✓		Flexibility
Ability to respond positively to	I / T	✓		Flexibility

change				
Experience of Data entry	A / I		✓	Database Skills
Experience in Minute Taking	A / I		✓	Minute Taking
Willingness to learn and progress and undertake minute taking	I	✓		Minute Taking
Seeks common ground with others and own team	I / T	✓		Team Working
An awareness of Health and Safety within the workplace	A / I		✓	Health and Safety Awareness
An Awareness of Data Protection within the workplace	A / I	✓		Data Protection and Information Governance
Ability to respond quickly and positively to changing priorities	A / I	✓		Decision Making
Ability to provide practical support to colleagues	I	✓		Developing Others
Awareness and adherence of Financial Regulations	I		✓	Financial Support
Understand the impact of personal behavior and decisions on others	I	✓		Influencing Skills
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	✓		Communications

*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.