

JOB TITLE	BUSINESS SUPPORT ASSISTANT
TEAM	BUSINESS SUPPORT – Family Time & Reception
DIRECTORATE	RESOURCES
WORK BASE	Boston Family Centre & Roseberry House

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

Key Objective –

To provide a full range of Business Support services based at either Boston Family Centre or Roseberry House for Children's Services including FAST, Early Years, Family Time and Reception duties. Ensuring that Mosaic support, customer service in line with LCC Policies and Regulations.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Completing daily checks to ensure the centre is safe to open
Signing in and out of visitors
Client Accounts & Service Users – ensuring monies distributed appropriately
Carrying out building inductions for new members of staff
Monitoring the CCTV and downloading of footage when authorised.
Reporting property issues to the Property Call Centre and updating spreadsheet
Coordinating property requests and liaising with contractors including ensuring Asbestos Register signed
Ensuring that Fire Alarm, bomb alert, panic alarms and PINs are tested and working
Maintain a safe environment throughout the centre observing all H&S procedures and RA's
Responsibility for emergency grab folder
Monitoring and coordinating room bookings
Administrative support to the Family Time Service
Dealing with incoming and outgoing post following relevant guidelines
Arranging out of county bookings including issuing invoices for payment
Dealing with morning phone ins and cancelling family time when appropriate
Raising purchase orders
Taxi bookings
Organising translators
Dealing with photos taken in family time per the process guide including burning to disc and adding to Mosaic.
Late and Saturday support to Family Time

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)