

JOB TITLE	BUSINESS SUPPORT ASSISTANT LEVEL 2 (Grade 3)
TEAM	ADULT CARE AND SAFEGUARDING
DIRECTORATE	RESOURCES
WORK BASE	SLEAFORD

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

The wider Sleaford Business Support Team currently has 32 members of staff, including three senior Business Support colleagues and a Team Manager.

Key Objective – The primary function of this role is to support the Adult Services Social Work Team, with the delivery of administrative and clerical functions including but not limited to general administrative tasks, data inputting, inbox management, financial processing, meeting support and completion of defined service tasks. Giving excellent customer service as part of a cross-functional and multi skilled Business Support Team, ensuring work is completed within agreed standards and timescales whilst evaluating and responding to changing priorities and workloads.

The tasks listed below are primary responsibilities for this position and a key part of what the post holder will need to undertake.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Systems and databases: Mosaic – Service user database, Abacus database, Modus database, Business World On – Finance and HR system Microsoft SharePoint – Secure storage area for LCC documents and information
Monitor and action shared email accounts on behalf of Adult Services – respond in correct timescales
Receive and sort external post on behalf of adult Services and scan or file as required.
Use the in-house service user database and carry out case closures, uploading document, correspondence requests, Financial Assessment requests, data cleansing, Community Transfer of Care requests.
Financial assessment paperwork- check stock levels & availability of application forms and fact sheets, re-order as and when required.
Be responsible for ordering and returning of equipment for workers (mobile phones/laptops) and allocating phone and mobile numbers via our IT support. Keep an up-to-date inventory of all IT assets.
Carry out safe checks at Sleaford Offices and record and monitor incoming and outgoing items.
Carry out purchasing on behalf of the Adults Team through our Business World on System Be responsible for ordering, agreeing the payment of invoices monitoring any outstanding orders and liaising with suppliers and customers when required.
Prepare and distribute spreadsheets for use at multi agency meetings with Adult Services MARAC (multi-agency risk assessment conference)
Update and check various spreadsheets on and report findings to Managers as required, including Short Term Care and Long-Term Care spreadsheets, Quarterly check Interim Payments Spreadsheet.
Check and upload Contract car mileage claims on behalf of Service colleagues.
Requesting and recording of paper files to and from offsite storage facilities (Restore)

Send out daily adult teams duty email to our BS colleagues notifying who is covering our Adult duties and save duty rota from Adult Safeguarding Team to the G Drive.
Other tasks to be completed: Daily – Provider query sheet. Weekly – Data cleansing tracker report from Adult Performance on Mosaic software and reports for locality Adults managers. Quarterly – Check Interim Payments Spreadsheet.
The post holder will be required to adhere to strict data protection policies and ensure sensitive data/information is dealt with in the correct way.

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)