

JOB TITLE	Business Support Assistant - Level 2
TEAM	Inclusion & Attendance Team
DIRECTORATE	Resources
WORK BASE	County Offices, Lincoln
AUTHOR	CB
DATE OF LAST UPDATE	13/08/25

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

Key Objective – To provide a high level of support to the Inclusion and Attendance Team with responsibilities to include data inputting onto local systems and updating Excel documents, answering enquiries, generating letters with accurate information and any other additional tasks as required and directed by the Business Support Service Manager.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Having an understanding and working knowledge of Mosaic and Synergy to support Professionals with queries, updating records and passing information to the relevant teams.
Understanding the Inclusion and Attendance Service and having knowledge of the roles of the Safeguarding Education Welfare Officers, the requirements of their roles and who they support.
Answering queries from Internal and External sources, working closely with the Senior Business Support Assistant and colleagues within Service, escalating as appropriate.
Undertaking activities within the Inclusion and Attendance Service including processing of on-and off- school rolls, and logging and tracking children under CME and EHE.
Working closely with the Senior Business Support Assistant to ensure that KPIs are achieved where applicable.
Responsibilities for overseeing mailboxes associated with the Inclusion and Attendance Team and responding within target to achieve KPIs.
Responsible for their own ongoing and continuous Training within the team
The post holder will be required to be flexible and work across multiple areas at the same time, supporting the team as well as undertaking any other adhoc requests.
Work closely with other members of the team to ensure that requests are completed in a timely manner.
Working closely with schools to ensure processes and procedures are followed when providing information to the Local Authority
The post holder will be responsible for adhering to all data protection policies and maintain strict confidentiality at all times.

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)