JOB TITLE	Business Support Assistant Foundation
TEAM	Finance Logistics, Property and Comms – Specifically Events and SMT Support
DIRECTORATE	RESOURCES
WORK BASE	County Offices, Newland, Lincoln LN1 1YL
AUTHOR	Fraya Grove
DATE OF LAST UPDATE	9th May 2025

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

Key Objective –
To provide a high level of day to day administrative support to our Business Support Senior Management Team. In addition, to provide a high level of support to colleagues across the organisation when needing book external venues. Developing key skills and behaviours to support the completion of an apprenticeship.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Monitor the Events inbox daily and answer queries, action emails, respond and file in the relevant locations, all within a timely manner.
Gather information for Events bookings and liaise with external venues via email and telephone to place bookings.
Monitor Business Support Teams channels where questions are asked by colleagues and assist with queries and sign post.
Support the creation of training materials and team guides with a view for future proofing.
To collate and update newsletters and promotional communications including Biz News
Undertake any tasks and support functions as deemed appropriate and as required by Business Support SMT.
To provide administrative support such as event co-ordinator, post event evaluation, diary management, monitoring of generic e-mail accounts and minute taking and any other project documentation required by the Business Support Management Team.
Support the collation, distribution and publishing of Business Support Business Continuity Planning documentation and undertake bi-annual reviews with the SMT BCP lead
To take on the role of 365 Champion and promote awareness, learning and best practice use of the Microsoft 365 software package across the service.
Minute taking support and agenda distribution etc.
Booking meeting rooms and confirming availability.
Working in line with new processes and systems (such as SharePoint and other 365 packages).
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
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

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)