

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Director Area:</b> Resources	<b>Job Ref Number:</b> 10207
<b>Service Area:</b> Business Support	<b>Grade:</b> 3

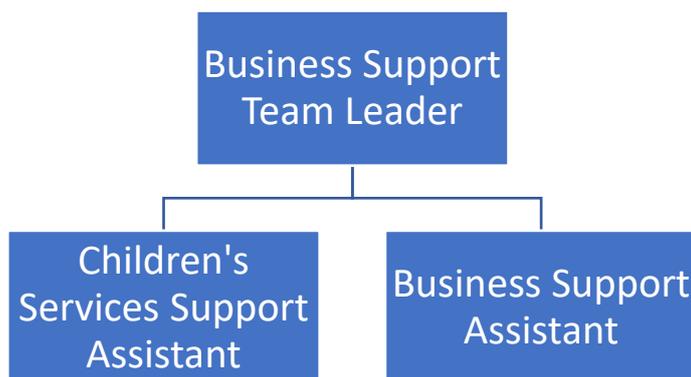
**Job Title:**  
 Business Support Assistant Level 2

**PURPOSE OF JOB:**

As part of the wider Business Support family, to provide 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 delivery of excellent customer service as part of a cross-functional and multi skilled team, ensuring work is completed within agreed standards and timescales.

**TEAM STRUCTURE:**



**MAIN DUTIES:**

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| 1 | <p>To work within a defined Business Support team providing 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. Due to the generic nature of Business Support roles the actual tasks that will be required to be carried out by the post holder will be detailed within a separate job brief, which forms part of the job description.</p> <p>Tasks can include:</p> <ul style="list-style-type: none"> <li>• Administrative support within defined service areas such as Adult Care and Community Wellbeing, Children's Services, Environment and Economy, and Finance and Public Protection and often within locality teams supporting multiple service areas</li> <li>• Administration to support complaints and applications for services such as Blue Badge parking scheme</li> <li>• Compilation of performance information</li> </ul> |
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	<ul style="list-style-type: none"> <li>• Data entry</li> <li>• Arranging training/meetings and supporting facilitation of these</li> <li>• Mail services</li> <li>• Supporting compliance checks</li> <li>• Production of management information for customers</li> <li>• Typing services, filing, photocopying and telephone cover.</li> <li>• Reception Duties</li> </ul>
2	To provide flexible cover and support to other teams where business need occurs.
3	To produce notes, actions or minutes that are of a high standard in presentation, accurately recorded and the detail such meetings within agreed standards and timescales. Prepare the required documentation before and after meetings and being able to deal with sensitive information and discussions which may be emotionally challenging due to the nature of the content.
4	To provide a high quality customer service to both internal and external customers and promote Equality and Diversity at all times. Co-ordinate effective communication and good working relationships with meeting, chairs and multi-agency partners.
5	To operate and update various LCC computer systems accurately and within defined areas of responsibility, complying with all LCC policies and within timescales.
6	To support LCC's Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data
7	To ensure the smooth running of the team office through provision of generic administrative support tasks such as filing, photocopying and typing.
8	To undertake basic financial support including purchase orders, good receipts and invoices in accordance with relevant financial regulations.
9	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.
10	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.
11	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

Apprenticeship or NVQ Level 2 Business Administration or equivalent (achievement of 80% of units and off the job training 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 change	I / T	✓		Flexibility
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	A / I		✓	Health and Safety Awareness

workplace				
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	✓		Communication

\*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.