

JOB TITLE	SENIOR BUSINESS SUPPORT ASSISTANT
TEAM	GAINSBOROUGH
DIRECTORATE	RESOURCES
WORK BASE	GAINSBOROUGH AREA OFFICE

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

Key Objective – To provide an excellent and proactive level of Business Support to the Gainsborough team responsible for supporting the Business support Team Leader in the efficient operations of Children’s and Adults Services. The post holder will be responsible for assisting the team with workloads and wellbeing as well as continuing development of the team and it's processes.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Supporting the Team Leader in all aspects of H&S of Childrens Centres and Family Centres including Compliance
An understanding and working knowledge of a variety of database systems
Understanding of the Children’s Services teams and service across the county
Understanding of the Adult’s Services teams and service across the county
Attendance at meetings with service to address any areas of concern or changes
Provide cover for Team Manager in their absence – act as point of contact for the whole team, escalating to Senior Management Team where necessary
Working closely with the Business support team leader to ensure that the KPIs are achieved. This will involve reviewing ways of working so that the team is more efficient
Support Team Leader in implementation of new processes in the team.
Attend meetings to identify/review customer needs, analyse current processes, streamlining and creating new, better ways of working in Business Support
Implement changes and support staff through them ensuring compliance
Responsible for Liaising with Team Leads, locality Managers and other partners/stakeholders to ensure that correct processes are in place and the teams are being supported across the county.
Understand workloads of G3 staff and support where necessary
Involved in the ongoing and continuous Training for the team as well as supporting others in training new members of staff.
Daily assessment of rota's and ability to adapt to ever changing scenario's/ annual leave/ sickness
The ability to allocate responsibilities to the correct person dependent on the skill set within the team.
Requisitioning tasks, procurement raising PO’s and administrating purchases by other members of staff
Keep accurate records of annual leave and flexi time trackers for team.
Work with Team leader to analyse the workload and requests from service.

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)