

JOB TITLE	Senior Business Support Assistant G5
TEAM	Lincoln North FAST & Children's Centres
DIRECTORATE	Resources
WORK BASE	St Giles Family Centre, Lincoln
AUTHOR	SK-C
DATE	18/08/25

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

Key Objectives –

As part of the wider Business Support family, to provide a high level Administration Support to internal and external customers across Lincolnshire County Council.

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 and to move around teams/locations as business need requires.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Support Team Leader/Manager with day-to-day running of the Family Centre, Childrens Centre & Family Hubs
To oversee day-to-day administrative duties in relation to the Family Centre, Childrens Centres & Family Hubs
Support with day-to-day supervision of Business Support workload in relation to the Family Centre and Lincoln FAST
Support with day-to-day supervision of work within Children Centres & Family Hubs
Take a key role in all projects relating to the Family Centre, Children's Centres & Family Hubs
Completing staff rotas and ensuring sufficient cover within Family Centre, Children's Centres & Family Hubs
Support with ad hoc cover where required within the Family Centre and Childrens Centres
Be a point of contact for service and Business Support colleagues, answering queries where possible and passing on to appropriate officers when necessary
Regular feedback meetings with service and wider teams.
To undertake one off task as determined by the Senior Management
To demonstrate proactive engagement with any project and complete all activities in a timely manner.
Support with new starters including set up of equipment and induction.
Act as a role model/mentor to colleagues to ensure that consistent practices are being adhered to.
To be a point of contact for any IT related queries within office bases.
Undertake research and create or adapt process guides accordingly.
Work within all quadrants to ensure best practice is shared
Support with initiatives to promote the Family Hubs and Childrens Centres, ensuring all relevant engagements are recorded. This can include supporting administration of commissioned services and health services within Centres and delivered via outreach sessions or in the community.
Ensuring Health & Safety is compliant in the Family Centre, Children's Centres & Family Hubs

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)