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| <b>JOB TITLE</b>           | Business Support Assistant                    |
| <b>TEAM</b>                | Adult skills and Family Learning / Enterprise |
| <b>DIRECTORATE</b>         | Resources                                     |
| <b>WORK BASE</b>           | Lincoln & Sleaford                            |
| <b>AUTHOR</b>              | LC  |
| <b>DATE OF LAST UPDATE</b> | 12/09/25                                      |

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

**Key Objective** – To provide administration support to the Adults skills and family learning teams across Lincoln and Sleaford offices and the Enterprise team providing website and data inputting support. Ensuring that Business need is met.

| <b>THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE</b>   |
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| Make, print & post certificates out to course learners   |
| Upload learners details onto Terms database, record courses they have taken and input their results we obtained                        |
| Send Progression emails out to Providers, add progression data received to excel spreadsheet, store information gathered in SharePoint |
| Make Multiply packs consisting of Multiply branded stationery  |
| Make Family learning packs consisting of stationery  |
| Monitor Main Email addresses BS_LearningLH   |
| Add Events onto Business Lincolnshire website via Tractivity system  |
| Add Grants & Support Schemes onto Business Lincolnshire website via Umbraco system   |
| Add Companies and contact onto our system Tractivity system  |
| Input Multiply Survey results from paper copy onto smart copy  |

| <b>THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE</b> |
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| Provision of high quality support to all internal and external customers                                  |

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| 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)   |