

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04297

Service Area: Business Support

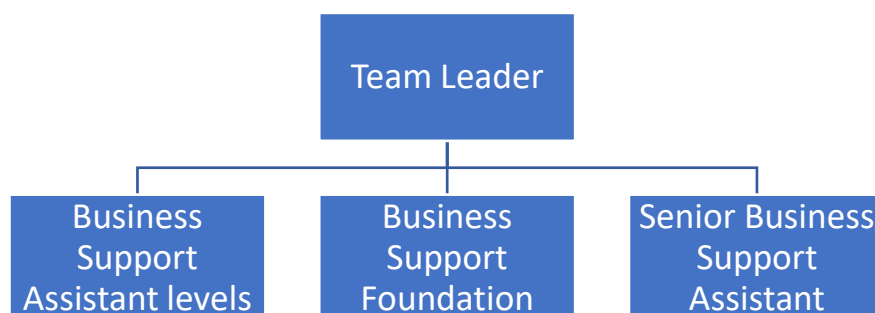
Grade: G1

Job Title: Business Support Foundation

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.

STRUCTURE CHART:



MAIN DUTIES:

1.

To work within a defined Business Support team providing support across a variety of administrative and clerical functions, including, but not limited to, data entry, general office support and completion of defined service tasks.

Tasks can include:

- Foundation level administrative support within defined service areas such as Adult Care and Community Wellbeing, Children's Services, Place, and Resources and often within locality teams supporting multiple service areas
- Data entry
- Mail services
- Typing services, filing, photocopying and telephone cover
- Reception duties
- Preparing files for off-site storage
- Sorting stationery orders

2.	To operate and update various LCC computer systems accurately and within defined areas of responsibility, complying with all LCC policies and within timescales.
3.	To support LCC's Information Assurance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data.
4.	To provide a high-quality customer service to both internal and external customers and, promote Equality, and Diversity at, all times.
5.	To ensure the smooth running of the team office through provision of generic administrative support tasks such as filing, photocopying and typing.
6.	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.
7.	Remain up to date with all training requirements of the role including but not limited to Information Assurance and Safeguarding and ensure that these are implemented on, a daily basis.
8.	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.
9.	Undertake where appropriate a Level 2 Business Support Diploma qualification within Customer Service.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
Undertake where appropriate a Level 2 Business Support diploma qualification within Customer Service.	A/I	X	
At least 5 GCSE passes at Grade C or above or equivalent.	A	X	
Experience of MS Office: Word, Excel as a minimum.	A	X	
Understanding of how to provide excellent customer Service.	I/T	X	
Willingness to learn how to deal with the public either face to face, telephone or in written capacity.	A/I	X	
Is thorough and pays attention to detail.	A/T	X	
Demonstrating problem solving capabilities.	A/I	X	
Seeks common ground with others and own team.	I/T	X	
In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in	A/I	X	

accurate spoken English is essential for the post.			
Working on own initiative.	I/T		X
Good written and verbal skills.	A/I		X
Committed to self-development including the ability to attend training courses which may be away from the office.	A/I		X
Flexibility and a responsible approach to work.	I/T		X
Willingness to understand the accuracy of data entry.	A/I		X
Willingness to learn and progress and undertake minute taking.	I		X
An awareness of Health and Safety within the workplace.	A/I		X
An awareness of Data Protection within the workplace.	A/I		X

*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.