

<b>JOB TITLE</b>	Business Support Assistant Level 3
<b>TEAM</b>	Interim Mosaic Purchase Team (IMPT)
<b>DIRECTORATE</b>	Resources
<b>WORK BASE</b>	Lancaster House, Lincoln
<b>AUTHOR</b>	LC
<b>DATE OF LAST UPDATE</b>	27/08/25

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

#### **Key Objective –**

Provide administrative support to the Interim Mosaic Purchase Team (IMPT) demonstrating a high level of attention to detail, accuracy and time management whilst processing data and inputting information onto record management systems.

<b>THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE</b>
Monitor and process all workflows in the IMPT case management inbox, prioritising case closures and Permanent residency cases followed by short term care, deferred payments, shared lives, supported living (invoiced only) and financial assessments. Send next actions back to worker.
Check all admins against the latest database reports to ensure correct dates / purchasing teams / service bands. Check also for potential overlap of services and correct as per database.
Action as a priority all worker requests form the IMPT email inbox and clipboard request in the case management inbox. Check anomalies with correct staff members.
Complete all targeted work / data cleansing within set time frame, with accuracy. Complete error corrections using a migration step as required.
Mentor and support newer colleagues as required.
Check all financial assessments on the database report.
Stay up to date with process changes and update guides as required to ensure the correct processing of cases.

<b>THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE</b>
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)