

JOB TITLE	Business Support Assistant – Level 2
TEAM	Lincolnshire Road Safety Partnership
DIRECTORATE	RESOURCES
WORK BASE	Hybrid

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

Key Objective –

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Reception Services: Provide reception services to Witham House, Lincoln Answer and direct calls from the public, processing as appropriate
Course Management: Update daily courses, including cancelling bookings for incomplete courses. Add courses to FOBS and allocate trainers according to procedures. Refund clients who have not rebooked within the allocated time period. Update course KPIs daily on the tracker.
Email and Correspondence Management: Monitor four inboxes with a mixture of internal and external enquiries Add emails to parish files in line with process Pass enquiries to the appropriate officer, log incoming correspondence, and file as needed. Log outgoing correspondence and record any post using stamps on the relevant spreadsheet. Ensure timely posting of letters.
Trainer and Assessment Coordination: Maintain a matrix for trainers, logging days worked and payment for sessions. Monitor Jadu for taxi assessment requests, request payments, arrange sessions, confirm bookings, and send essential documents to clients. Inform district councils of results and file copies for LRSP records. Coordinate corporate driving assessments and minibuss training, including paperwork and communication with the Training Supervisor.
Program Support: Manage 2Fast 2Soon program requests, including communication with SSP, schools, and cast organization. Keep trainer records up to date and advise the Training Supervisor of any non-compliant trainers. Support the Training Supervisor with internal course monitoring.
Office and Equipment Management: Set up equipment and accept clients for in-office online training. Maintain vehicle records (Veto), keep fuel receipts, and communicate with the Events Manager.
SCP Recruitment: Communicate with schools and parishes, manage meeting room bookings, and check right-to-work documents.
General Administrative Duties: Photocopy educational materials and maintain regular use resources. Respond to calls and emails from CSC to support NSAC clients. Handle SSP booking administration.

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)