

Lancashire County Council

Combined Role Profile

Grade Profile - Grade 4 – Business Support Officer 4

Applies to **all** posts at Grade 4

Purpose To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.
Scope of Work Role holders will undertake a range of standardised procedures and use associated tools and equipment. Personal initiative will be required within the confines of the role.
Accountabilities/Responsibilities The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. <ul style="list-style-type: none">▪ Plan and organise straightforward tasks; or▪ Exchange varied information with members of the public; or▪ Carefully use very expensive equipment; or▪ Handle and process considerable amounts of information; or▪ Instruct, and check the work of, others; or▪ Provide general information, advice and guidance on established internal procedures.
Skills, knowledge and experience <ul style="list-style-type: none">▪ Previous relevant experience or the ability to demonstrate the competence to carry out the job.▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable. <p>In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
Performance Indicators <ul style="list-style-type: none">▪ Completion of tasks to required standards and deadlines.

Lancashire County Council

Operational Context Form

Post title: Business Support Officer 4					
Directorate: Adult Disability Service			Location:	Preston	
Establishment or team:		Employment Support Service		Post number:	
Grade:	Grade 4	Staff responsibility:	No	Essential Car user:	No

Scope of Work – appropriate for this post:

Under supervision maintain, update and extract information from systems and databases and provide general administrative/clerical/financial support. This could include producing financial and management information and/or the provision of general advice and guidance to the public or service users or call for the use of higher level text processing/spreadsheet/IT skills or audio typing that involves the use of a range of software packages.

Accountabilities/Responsibilities – appropriate for this post:

Typical work could include:

- Assisting with duties in relation to accurate and timely payments and maintenance of data within financial systems
- Assisting with the collection and collation of statistics, data, financial information or other Management Information
- Respond to, and resolve where appropriate, telephone, face to face, e-mail and postal enquiries generated by the service
- Setting up systems and databases
- Providing administrative support such as for meetings, which could include arranging dates, room bookings and preparing agendas, or minute taking
- Administering financial systems such as journal transfers, processing invoices, issuing receipts, ledger maintenance, reconciliations or similar.

Additional Supporting Information – specific to this post

Scope of Work

To provide a full range of business support activities to Managers, Team Leaders, Officers and to provide the primary point of contact for and clarification of details relating to clients and/or their representatives.

To liaise with clients and their representaives and families to resolve routine enquiries and requests, signposting to other services, and resolve queries where appropriate.

To support the work to meet the external contract specifications and compliance requirements

Accountabilities/Responsibilities

Act as the primary point of contact for a range of organisations and providing a full range of administrative and business support tasks to support them in delivery of the service.

To contact clients and their representatives to arrange appointments if required.

Input and maintain data held wihtin corporate systems, collecting and collating statistics, and producing statistical reports for analysis.

To deal with all service finances on LCC systems and maintain accurate records.

Additional information

This post is within a team who manage and deliver services to adults with disabilities who are looking to secure paid employment families, it is desirable to have an understanding of the wider employment sector.

Prepared by:

Gillian Collins

Date:

11/02/16

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: Business Support Officer 4		Grade: Grade 4
Directorate: Adult Disability Service		Post number:
Establishment or team: Employment Support Service		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
4 GCSE's including English and Mathematics at grades A* - C or equivalent	E	AF, I
NVQ 2 in Business Administration or equivalent	D	AF,I
NVQ 3 in Business Administration or equivalent	D	AF.I
ECDL	D	AF,I
Experience		
Experience in a customer orientated or office environment	E	AF, I
Evidence of competence to carry out the administrative duties of the role	E	AF,I
Competent in the use of IT including use of Microsoft Office applications, including Word, Outlook,Teams 365 and Excel	E	AF.I
General financial duties, including processing of invoices & petty cash and input of data into electronic systems	D	AF/I
Maintain financial records	E	AF/I
Knowledge and skills		
Good literacy and numeracy skills including a general aptitude for figures	E	AF, I,
Ability to extract information from databases and present as a report	E	AF/I
Good written and verbal communication skills	E	AF, I,
Ability to prioritise workload and work to deadlines effectively	E	AF.I
Good organisational skills and the ability to work systematically	E	AF.I
The ability to work as part of a team contributing to overall performance	E	AF, I
The ability to work on own initiative and take decisions within defined parameters	E	AF, I
The ability to develop working systems and processes	D	AF, I
Knowledge of the cultures and religions of the communities of Lancashire and the ability to value diversity and work across cultures	E	AF, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4.		
5.		

Date: 11/02/16		
Note: We will always consider your references before confirming a job offer in writing.		

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

CONFIDENTIAL

Team/Establishment	Employment Support Service
Post title	Business Support Officer
Description of main activities the employee will be required to undertake (or attach role profile) ROLE PROFIL ATTACHED	
Form completed by: (print name) Gillian Collins	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products (<i>e.g. some paints</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (<i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (<i>e.g. at sensitive front line posts re abuse, aggression, assault</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Work with electrical wiring (<i>e.g. colour blindness</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (<i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (<i>e.g. risk of weils disease, other animal borne diseases, zoonoses</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (<i>other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Working with vulnerable service users (<i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Work involving repetitive movements or forced posture (<i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	Work as a regular display screen user (<i>where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period</i>).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager <i>(please print)</i>		Pam Goulding	
Telephone Number:	07740392946	Date:	11/02/16

V1.4

10/05/2011