

## Job Description *Business Support Officer*

<b>Service:</b>	Education & Children's Services Business Support	<b>Team:</b>	Central Area Team 2 – Children's Social Care
<b>Location:</b>	Preston – Ripon Streer		
<b>Salary range:</b>	SCP 4-6	<b>Grade:</b>	4
<b>Reports to:</b>	Central Area Team Leader - Team 2	<b>Staff responsible for:</b>	N/A

### Job Purpose

Post holders will be expected to:

- To provide direct business support for Education and Children's Services working closely with operational staff, managers and customers in a highly sensitive environment
- Under supervision maintain, update and extract information from systems.
- Assisting with the collection and collation of information relevant to the service
- Respond to, and resolve where appropriate, telephone, face to face, e-mail and postal enquiries

### Accountabilities/Responsibilities

The post-holder will undertake a range of functions that could include the following:-

- Providing business support for meetings, which could include arranging dates, room bookings and preparing agendas, or note taking
- 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 or other Management Information
- Respond to enquiries and resolve where appropriate which could be received via telephone, face-to-face, email and postal
- Provide a reception service
- Managing your own workload in order to meet required deadlines with supervision as required
- Maintaining manual and electronic records and filing system
- Liaising with external and internal customers
- Photocopying, printing and scanning documents
- Handling incoming and outgoing post

### Other

- Flexibility is essential to provide support within Education and Children's Service Business Support as and when required which could include working from a different location

- **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 help us to apply our general statement of health and safety policy.

- **Customer Focused**

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.

## Our Values

### We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## **Person Specification** ***Business Support Officer***

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• * 4 GCSE's A-C or 4-9 including English &amp; Maths or equivalent academic qualification</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Experience of working with customers internal and or external either face to face or by phone</li> <li>• * Business Support experience, including regular use of ICT systems and office routines such as mail, filing, photocopying, telephone communication and message taking</li> <li>• * Support for meetings which could include arranging dates, room bookings and preparation of agendas, note taking and any other related tasks</li> <li>• * Previous experience of maintaining financial records and processing orders and invoices</li> <li>• * Using an electronic records management system</li> </ul>
<b>Essential knowledge, skills &amp; abilities</b>
<ul style="list-style-type: none"> <li>• Knowledge of ICT systems including Microsoft Outlook, Word and Excel</li> <li>• Ability to provide business support including note taking at meetings</li> <li>• Ability to work as part of a team and independently as required</li> <li>• Ability to use own initiative</li> <li>• Good organisational skills</li> <li>• Excellent electronic, written and oral communications skills</li> <li>• Ability to respect sensitivity and maintain confidentiality of information</li> <li>• * Ability to maintain filing systems both electronic and manual</li> </ul>
<b>Other essential requirements</b>
<ul style="list-style-type: none"> <li>• Commitment to equality and diversity.</li> <li>• Commitment to health and safety.</li> <li>• Display the LCC values and behaviours at all times and actively promote them in others.</li> </ul>

- Commitment to participate in training appropriate to the role
- Flexibility is essential to provide support within Education and Children's Service Business Support as and when required which could include working from a different location

## 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	Central Area Team 1 - Children's Social Care
Post title	Business Support Officer
Description of main activities the employee will be required to undertake (or attach generic profile) Refer to job description	
Form completed by: (print name) Central Area Team 1, Area Business Support Manager	

#### **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 (e.g. at sensitive front line posts re abuse, aggression, assault).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<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: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<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 (e.g. risk of weils disease, other animal borne diseases, zoonoses).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	<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:

<b>Head of Service/Headteacher/Line Manager (please print)</b>		Area Business Support Manager	
<b>Telephone Number:</b>	01772 532241 Michelle.heppell@lancashire.gov.uk	<b>Date:</b>	April 2020

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