

## Job Description *Business Support Officer*

<b>Service:</b>	Education & Children's Services Business Support	<b>Team:</b>	Core, Team 4 – (Customer, Course and Conferencing support)
<b>Location:</b>	Chorley		
<b>Salary range:</b>	SCP 4-6	<b>Grade:</b>	4
<b>Reports to:</b>	Core Team Leader	<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 marketed activities including courses, resources and publications which includes liaison with venues, course presenters and delegates
- Provide advice and guidance via telephone and email to internal and external customers including supporting a customer helpdesk for marketed activities
- Manipulation of in-house course systems to monitor course viability and process course applications
- Maintain accurate information records for information sharing of marketed activities and billing processes.
- Process joining instructions and associated information to course delegates including using appropriate electronic systems e.g. cloud platform
- Providing business support for meetings and training courses, which will include arranging dates, room bookings, ordering of course materials, preparing agendas and note taking and subsequent follow up
- Managing your own workload in order to meet required deadlines with supervision as required

### 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 information</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 which could include 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 communications skills - electronic, written with internal and external customers</li> <li>• Excellent communications skills - oral with internal and external customers</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> <li>• Commitment to participate in training appropriate to the role.</li> </ul>

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