

Lancashire County Council Combined Role Profile

Grade Profile - Grade 4 – Support Roles

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 (Residential)

Directorate: Adult Services - Older People		Location: Residential	
Establishment or team:		Homes for Older People	
Grade: Grade 4		Staff responsibility: No	
Essential Car user:		No	

Scope of Work – appropriate for this post:

The core value of the Older People Service is to promote Dignity In Care, independence and respect whilst providing high quality and competitive residential and day care services. The service works in partnership with Lancashire's Safeguarding Adults multi agency policy.

Adult Services - Older People aims to be the first choice provider of care services in the Lancashire Area.

The purpose of this role is to provide administrative and clerical support to the Registered Care Manager and the management team at a Home for Older People and to complete administration tasks associated with running a Home for Older People.

Accountabilities/Responsibilities – appropriate for this post:

1. Support the Home for Older People by maintaining accurate data quality within established systems and processes.
2. Carrying out a range of administrative duties as required by staff working within the Home for Older People, under the direction and supervision of a line manager/supervisor.
3. Respond to telephone, face to face, e-mail or postal communications generated by the service and ensure a customer focused service is maintained.
4. Interface with Older People Business Support Team, service users, partners and staff with regard to general matters and service delivery.
5. Assist the Residential team in administration systems with regards to Human Resource tasks such as Recruitment, DBS, Absence monitoring, Oracle, Annual leave, liason with central training team.
6. Maintain administration systems regarding Service User records e.g. setting up Service user files and information, communication with external health providers, other professionals and medication ordering .
7. Assist the Residential Team with financial transactions as required, e.g. daily income collection, petty cash, issue receipts, banking.

Additional Supporting Information – specific to this post:

Flexibility in relation to approach to work commitments and support.

Prepared by:	Liz Wilde	Date:	1 st April 2012
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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 (Residential)	Grade: Grade 4	
Directorate: Adult Services - Older People	Post number:	
Establishment or team:		
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 Maths and English grade A to C (or equivalent qualification)	E	AF
ECDL or equivalent IT qualification	D	AF/T
NVQ Business Administration	D	AF
Experience		
Providing administrative support	E	AF/I
Ability to work accurately under pressure	E	AF/I
Use of Microsoft Office	E	AF/I/T
Using an electronic records management system	D	AF/I
Work in a social care customer facing environment	D	AF/I
Knowledge and skills		
Ability to use computerised systems	E	AF/I/T
Ability to review and cleanse business data.	E	AF/I
Proven organisational and administrative skills with a thorough approach to written work and excellent spelling and grammar.	E	AF/I/T
Ability to work to deadlines, prioritise and manage a range of tasks individually or as part of a team.	E	AF/I
Excellent interpersonal and communication skills with the ability to communicate internally and externally with stakeholders.	E	AF/I
Ability to maintain filing systems both electronic and manual to meet business and statutory requirements.	E	AF/I
To solve problems using own initiative.	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:
01/4/2012

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	Home for Older People
Post title	Business Support Officer (Residential)
Description of main activities the employee will be required to undertake (or attach role profile) See attached	
Form completed by: (print name) Liz Wilde	

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>		Liz Wilde	
Telephone Number:		Date:	1 st April 2012

V1.4
10/05/2011