

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.

- 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

- 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.

In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Completion of tasks to required standards and deadlines.

Lancashire County Council

Operational Context Form

Post title: Business Support Officer 4

Directorate: Adult Services		Location: North, East, Central	
Establishment or team:		Support Services, Adult Social Care	
Grade: Grade 4		Staff responsibility: No	
Essential Car user:		No	

Scope of Work – appropriate for this post:
 To provide clerical and administrative support within the Business Support Service working closely with operational staff, managers and customers in a highly sensitive environment.

Under supervision maintain, update and extract information from systems and databases.

To provide complex word processing support within all aspects of the role. This includes using a full range of software packages, such as all Microsoft office products, and other products required by the role.

Aspects of Health and Safety testing may apply to this role.

Accountabilities/Responsibilities – appropriate for this post:
 To input and provide statistical information as required by Social Care staff.
 To act as an interface with external and internal customers resolving problems as appropriate.
 Interpret information accurately to provide a high quality administrative support to operational Social Care teams; comply with legislation and meet statutory deadlines where appropriate; and contribute to the wellbeing of the Citizens of Lancashire.
 To manage individual workloads to meet required deadlines with limited supervision.
 Respond to problems without reference to line manager wherever possible.
 Optimum use of ICT/Equipment to support the work of the service.
 Commitment to confidentiality.
 To work closely with the Social Care teams in relation to the management, updating and maintenance of service user records.

Additional Supporting Information – specific to this post:
 The post is post based within Support Services of Adult Social Care Service.
 The post holder will work within a team of Business Support Officers providing critical support to Social Workers, Social Care Support Offices, Occupational Therapists and their managers as well as carrying out a number of tasks directly for the Citizens of Lancashire.

This is a highly pressured area to work within and has extremely tight legislative deadlines to be adhered to. Although the role has set hours the post holders need to be flexible as there may be occasions when the service requires the post holder to work additional hours or change working pattern to ensure a specific task is completed.

The post is based at a main location, but there may be occasions when the post holder is required to support a team at another site.

All work within the service is of a highly confidential and sensitive nature as we support vulnerable customers within Lancashire. The documentation produced by the team may be presented in court and must therefore be accurate and presented to the appropriate statutory standards.

The role is within a busy Social Care team and requires adaptability and initiative within a specialist environment.

Prepared by:	Jan Newsham	Date:	June 2019
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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	Grade: Grade 4	
Directorate: Adult Services	Post number:	
Establishment or team: Support Services, Adult Social Care		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
2 GCSEs including english and maths or equivalent academic/vocation	E	AF
NVQ 3 Business Administration or equivalent	D	AF
Experience		
Data entry into web based information systems	E	AF/I
Use of Microsoft Office suite products	E	AF/I
Using an Electronic Records Management System	E	AF/I
Administrative Experience	E	AF/I
Working in a Customer Facing Environment	E	AF/I
Use of text/word processing packages	E	AF/I/T
Knowledge and skills		
Knowledge of relevant IT systems including outlook, word, excel and database including on-line procurement systems	E	AF/I/T
Good Keyboard Skills	E	AF/I/T
Effective Communication Skills - electronic/written and oral	E	AF/I
Ability to maintain confidentiality regarding all work relating matters in line with data protection	E	AF/I
Ability to work as part of a team	E	AF/I
Ability to plan and progress work without direct supervision	E	AF/I
Ability to use initiative to solve problems	E	AF/I
Ability to prioritise workloads and meet deadlines	E	AF/I
Ability to maintain filing systems both electronic and manual	E	AF/I
Ability to assist with analysis of statistical information for management reporting purposes	D	AF/I
Ability to work under pressure	E	AF/I
Ability to work to policy and procedures as required	E	AF/I
Ability to establish positive relationships between customers, clients and staff	E	AF/I

Other (including special requirements)

1. Commitment to equality and diversity
2. Commitment to health and safety
3. Display the LCC values and behaviours at all times and actively promote them in others
- 4.
- 5.

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Date:

June 2019

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	Support Services, Adult Social Care
Post title	Business Support Officer 4
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: (print name) Jan Newsham	

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 checked="" type="checkbox"/>	<input 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 wels 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>		Jan Newsham	
Telephone Number:	01772 534286	Date:	June 2019

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