

Job Description *Business Support Officer*

Service:	Cultural Services	Team:	Lancashire Music Service
Location:	Preston		
Salary range:	£18,933 - £19,698	Grade:	4
Reports to:	Business Support Officer	Staff responsible for:	None

Job Purpose

Post holders will be expected to:

- To provide direct business/financial support for Lancashire Music Service, working closely with operational staff, managers and customers;
- Under supervision maintain, update and extract information from systems and databases;
- Assisting with the collection and collation of financial & management 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:

- Assisting with duties in relation to accurate and timely payments and maintenance of data financial systems;
- Administering financial processes such as raising orders, journal transfers, processing invoices, issuing receipts, reconciliations or similar;
- Assisting with the collection and collation of statistics, data or other Management Information;
- Respond to and resolve, where appropriate, telephone, face to face, email and postal enquiries generated by the service;
- Managing your own workload in order to meet required deadlines with supervision as required;
- Maintaining manual and electronic records and filing systems;
- Liaising with external and internal customers;
- Photocopying, printing and scanning documents;
- Basic desktop publishing using templates
- Handling and distributing incoming and outgoing post/ service material;
- Provide basic project management support;
- Construct basic reports/ briefings for management from supplied data and information.
- Updating information on all areas of SpeedAdmin System (Music Service CRM)
- Minute taking

In addition to the accountabilities/ responsibilities described above the post holder may be required to undertake additional or equivalent tasks as appropriate.

Other

- **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).

Qualifications
<ul style="list-style-type: none"> • 4 GCSE's A-C or 4-9 including English & Maths or equivalent academic qualifications - *
Experience
<ul style="list-style-type: none"> • Experience of working with customers internal and/ or external either face to face, phone or written • Business Support experience and office routines, such as processing mail, file management, telephone/written communication and message taking • Experience of using ICT systems e.g. Internet, email, spreadsheets, financial systems and Microsoft packages • Experience of maintaining financial records and processing orders and invoices • Using an electronic records management system • Experience of minute taking
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Knowledge of and ability to work with various ICT systems, including Microsoft Outlook, Excel and Word • Ability to work flexibly around the needs of the service as well as using your own initiative • Excellent customer care skills • Excellent electronic, written and oral communication skills • Ability to switch between tasks and provide administrative support to multiple teams • Ability to draft basic written responses to enquiries • Ability to assess an enquiry and direct to the appropriate team/ person • Good organisation skills • Ability to work accurately and methodically • Ability to prioritise workloads and work to deadlines • Ability to work as part of a team

Other essential requirements

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