

Job Description

Business Support Officer (Temp)

Service:	Education & Children's Services Business Support	Team:	Core Area Team 1
Location:	Chorley Union Street and Homeworking		
Salary range:	SCP 4-6	Grade:	4
Reports to:	Core Area Team Leader – Team 1	Staff responsible for:	N/A

Job Purpose

Post holders will be expected to:

- To provide direct business support for Education and Children's Services working closely with Alternative Provision, Elective Home Education, School Attendance and EMA-GRT operational staff, managers and customers in a highly sensitive environment
- With limited supervision maintain, update and extract information from systems.
- Support with the collection and collation of information relevant to the service and interpret and analyse where appropriate.
- Provide advice, support and respond to, and resolve where appropriate, telephone, face to face, e-mail and postal enquiries to internal and external customers via electronic and verbal communication

Accountabilities/Responsibilities

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

- Providing business support to multiple teams within the School Improvement Service undertaking tasks such as filing, photocopying, telephone communication word processing, preparation of course materials and maintaining electronic records.
- Handling incoming and outgoing post including post via schools portal and setting up e-forms
- Production and formatting of documentation including letters, reports and spreadsheets
- Maintaining accurate records using in-house systems and spreadsheets including data input and extractions including logging and forwarding referrals.
- Providing Business Support to school advisors
- Production and formatting of documentation including letters, reports and spreadsheets
- Providing business support for the School Improvement Challenge Board including preparation of forms and contracts
- Supporting and maintaining web-based information for Alternative Provision and EAL websites
- Seeking and processing documentation in relation to the activity areas; including maintaining budget information, checking funding claims, processing school payments, raising purchase orders, payment of invoices and billing schools
- Monitor team mailbox's taking action and responding appropriately
- Providing business support for meetings, which will include arranging dates, room bookings and preparing agendas and note taking and subsequent follow up.
- Managing your own workload in order to meet required deadlines with supervision as required
- Liaising with external and internal customers

- Undertake other similar duties/responsibilities as required and appropriate to that grade

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 (Temp)***

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 qualification. Please note you will be required to provide evidence at your interview of the qualifications you have stated in your application that meet the essential criteria for this post. • If you do not have English and Maths GCSE's A-C or 4-9 or equivalent academic qualification substantial experience in an appropriate work environment demonstrating literacy and numeracy ability will be taken into consideration. You will still be required to have two further GCSE's A-C or 4-9 or equivalent academic qualifications.
Experience
<ul style="list-style-type: none"> • Experience of working with customers internal and or external either face to face or by phone (A) (I) • Business Support experience, including regular use of ICT systems and office routines such as mail, filing, telephone communication and message taking (A) (I) • *Support for meetings which could include arranging dates, room bookings and preparation of agendas, note taking and any other related tasks (A) (I) • *Previous experience of maintaining financial records and processing orders and invoices (A) (I) • *Using an electronic records management system (A) (I)
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Knowledge of ICT systems including Microsoft Outlook, Word and Excel (A) (I) • Ability to provide business support which will include note taking at meetings (A) (I) • Ability to work under pressure within tight deadlines and to be able to prioritise conflicting demands (A) (I) • Ability to work as part of a team and independently as required (A) (I) • Ability to use own initiative to identify issues, problem solve and implement solutions (I) • Excellent communications skills (A) (I) • Ability to maintain filing systems (A) (I) • Ability to respect sensitivity and maintain confidentiality of information (I)

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.
- 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

