

# Lancashire County Council

## Combined Role Profile

### Grade Profile - Grade 6 – Support Roles

Applies to **all** posts at Grade 6

<b>Purpose</b>
To provide support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialised skilled activity. This may include day-to-day supervision and direction of a small group or team.
<b>Scope of Work</b>
Role holders will use practical and procedural knowledge and analytical and judgemental skills to interpret information or situations and solve varied problems some of which may be difficult. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently to unanticipated problems or situations.
<b>Accountabilities/Responsibilities</b>
<p>The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role.</p> <ul style="list-style-type: none"><li>▪ The allocation of work to a small group or team; or</li><li>▪ Accounting for expenditure from agreed budgets; or</li><li>▪ Overseeing the administration of support systems and processes; or</li><li>▪ Undertaking specialised service support activities; or</li><li>▪ Providing service and situation specific advice and guidance; or</li><li>▪ Using specialised equipment.</li></ul>
<b>Skills, knowledge and experience</b>
<ul style="list-style-type: none"><li>▪ Extended experience or the ability to demonstrate the competence to undertake the role.</li><li>▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, or equivalent where applicable.</li><li>▪ Working knowledge of the practices, processes and procedures relevant to the role.</li><li>▪ Developed skills appropriate to the job discipline.</li></ul> <p>In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
<b>Performance Indicators</b>
<ul style="list-style-type: none"><li>▪ Completion of work to required standards, deadlines and timescales.</li></ul>

# Lancashire County Council

## Operational Context Form

**Post title: Business Support Officer Grade 6**

<b>Directorate:</b> Adult Services			<b>Location:</b>	Preston	
<b>Establishment or team:</b>		Support Services		<b>Post number:</b>	
<b>Grade:</b>	Grade 6	<b>Staff responsibility:</b>	Yes	<b>Essential Car user:</b>	No

### Scope of Work – appropriate for this post:

To provide on site and remote supervision and development of the Support Services Administration staff and ensuring allocation of work is carried out with the most effective and efficient use of resources.

To work with the team leader and Business Support Officers with the monitoring, review and development of administrative procedures and systems.

The role holder will be the Senior Admin member on site with significant responsibility and autonomy.

Manage financial processes for the team.

### Accountabilities/Responsibilities – appropriate for this post:

To provide the higher level of Administrative support to Social Care Managers and Social Workers. Undertake the collection and evaluation of management information and statistics and report on information and data held in electronic and manual records.

Monitor the financial expenditure of the team.

Provide input to the Team Business Plans and Continuity plans.

To provide service specific advice and guidance to colleagues and Social Care teams.

To undertake investigations within the office when there have been break downs in processes.

To ensure all staff within their team have a thorough understanding of Information Governance.

To support the Team Leader with accommodation needs including the reporting and management of building maintenance issues and completion of Health and Safety risk Assessments.

To work as a team with Supervisor colleagues across the County.

To deputise for the Team Leader as required.

There may be a requirement to undertake other duties at the same level of responsibility at any time as well as or instead of those listed.

To undertake supervision of the team.

To manage and monitor sickness absence in line with the sickness absence policy.

### Additional Supporting Information – specific to this post:

This is a key post within the administration function of Adult Social Care Services.

The post holder will supervise a team of Administrators providing critical support to Social Workers, Social Care Support Officers, Occupational Therapist, Best Interest Assessors and their managers as well as carrying out a number of tasks directly for the citizens of Lancashire.

This is a high pressured area of work within and has extremely tight legislative deadlines to be adhered to.

Although this 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 the 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.

<b>Prepared by:</b>	Jan Newsham	<b>Date:</b>	May 2024
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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 6		Grade: Grade 6
Directorate: Adult Services		Post number:
Establishment or team: Support Services		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
<b>Qualifications</b>		
2 GCSE's including English and Maths or equivalent academic/vocational	E	AF/I
NVQ3 in Business Admin or relevant qualification for the role	D	AF/I
<b>Experience</b>		
Data entry	E	AF/I
Use of Microsoft Office	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
Supervising staff	E	AF/I
Effective resource allocation	E	AF/I
Budget monitoring	E	AF/I
<b>Knowledge and skills</b>		
Good keyboard skills	E	AF/I
Effective communication skills - electronic, written and oral	E	AF/I
Ability to maintain confidentiality regarding all work related matters in line with data protection	E	AF/I
Ability to work as part of a Team	E	AF/I
Plan and progress work without direct supervision	E	AF/I
Ability to use initiative to solve problems	E	AF/I
Ability to prioritise workloads of self and others to 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	E	AF/I
Ability to take notes at meetings	E	AF/I
Motivate and develop staff	E	AF/I
Ability to negotiate and resolve conflict	E	AF/I
Ability to work under pressure	E	AF/I
Ability to work to policy and procedures as required	E	AF/I
The ability to establish positive working relationships between customers, clients and staff	E	AF/I
<b>Other (including special requirements)</b>		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
	E	I

3. Display the LCC values and behaviours at all times and actively promote them in others	D	I
4. Full UK driving licence		
5.		

**Date:** July  
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
Post title	Business Support Officer 6
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 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 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:

<b>Head of Service/Headteacher/Line Manager</b> <i>(please print)</i>		Jan Newsham	
<b>Telephone Number:</b>		<b>Date:</b>	Dec 2022