

Title Business Support Administrator Grade 2	Department School Admissions / Free School Meals / Grants & Benefits	Post Ref.
Job Purpose To provide clerical, administrative support to operational services under the direction or instruction of senior staff		
Key Responsibilities 1. Work to defined business standards and processes to perform routine clerical tasks, including, taking and making telephone calls, checking and verifying information, word processing, excel and photocopying; with due regard to confidentiality and safeguarding. 2. Follow the departmental processes and procedures. 3. To provide advice and guidance to customers, business partners and others on business processes and operational services issues. 4. To create, process and format information 5. To process routine and complex information, investigating and resolving issues. 6. Participate in team meetings, events and training sessions, portraying a positive attitude to work and learning, taking minutes and completing actions and tasks as identified. 7. Prepare and dispatch letters, leaflets and specific service information and deal with incoming and outgoing mail in line with set procedures. 8. To undertake reception duties, meet and greet visitors, provide direction and give advice and guidance to routine enquiries.		Key Accountabilities 1. Puts into practice the Council's commitment to excellent customer care. 2. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 3. Works well with colleagues but also able to work on their own initiative. 4. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification	
Education and Knowledge 1. Good literacy and numeracy skills 2. Understanding of safeguarding 3. Understanding of data protection 4. Knowledge of delivering excellent customer service 5. Know how to plan and organise workload in a busy working environment 6. Know how to handle difficult conversations with customers	Personal skills and general competencies 7. Puts into practice the Council's commitment to excellent customer care. 8. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 9. Works well with colleagues but also able to work on their own initiative. 10. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.
Experience 11. Experience of data input and data management ensuring accuracy and where appropriate confidentiality. 12. Experience with IT and common business support packages including word processing and a good working knowledge of excel. 13. Experience of note and minute taking 14. Experience of providing information to the public or customers using good communication skills 15. Experience of using defined business processes and following guidance.	
Role Dimensions 16. Work within Business Support Services to policy and practice as directed. 17. Delivering business support to operational services to meet customer needs, but also to drive efficiency savings in the service <i>Please attach a structure chart</i>	

Date August 2017

Business Support Administrator – Grade 2