



<b>Job Description</b>		
<b>Title</b> <b>Business Support Administrator - Grade 4</b>	<b>Department</b> <b>Please select:</b>	<b>Post Ref</b> <b>Add Ref</b>
<b>Job Purpose</b> <i>To provide comprehensive administrative and financial support to operational services</i>		
<b>Key Responsibilities</b> <ol style="list-style-type: none"><li>1. To undertake a comprehensive range of high level complex business support processes including the production of complex or sensitive reports and correspondence</li><li>2. To interrogate and interpret a range of business related information providing advice to managers enabling efficient and effective service delivery</li><li>3. To be an authoritative source of advice and guidance, both for customers and colleagues on services, policies and processes including complex queries</li><li>4. To support business support colleagues including demonstrating duties and day to day task supervision</li><li>5. To create, manage and manipulate information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria, this will include producing bespoke and complex reports</li><li>6. To develop and manage complex or specialist systems and processes to meet operational needs and to ensure the high quality</li></ol>		<b>Key Accountabilities</b> <ol style="list-style-type: none"><li>1. For the accuracy and quality of information within the responsibility of the post holder</li><li>2. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance</li><li>3. To ensure that corporate policies and financial regulations are adhered to</li><li>4. Work efficiently and effectively to support operational services</li></ol>

<p>of information held</p> <p>7. To undertake a full range of financial management processes, including processing orders, resolving issues, support budget monitoring and reporting, reconciling accounts and handling cash</p> <p>8. Responsible for the organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes / action arising</p>	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

<b><i>Person Specification</i></b>	
<p><b><i>Education and Knowledge</i></b></p> <p>1. Good literacy and numeracy skills to NVQ 3 level or equivalent</p>	<p><b><i>Personal skills and general competencies</i></b></p> <p>2. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff</p> <p>3. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</p> <p>4. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available</p> <p>5. Ability to meet agreed objectives and delivery targets by the effective use of resources</p>
<p><b><i>Experience</i></b></p> <p>6. Experience of providing high level business support in a busy environment</p> <p>7. Experience of data management including manipulating large data sets and producing complex reports ensuring accuracy and where appropriate confidentiality</p> <p>8. Significant experience and competence using IT and common business support packages including word processing and spreadsheets</p> <p>9. Experience of developing admin systems to meet operational needs</p> <p>10. Experience of providing information to the public or customers using good communication skills</p> <p>11. Experience of financial processes and providing financial data</p>	

and reports 12. Experience of using defined business processes and giving guidance on them to colleagues	
<b><i>Role Dimensions/ Job Context</i></b> 1. Work within Business Support Services to policy and practice as directed 2. Delivering business support to operational services to meet customer needs, but also to drive efficiency savings in the service 3. Supervision of staff as required <div style="text-align: right;"><i>Please attach a structure chart</i></div>	

Date: May 2014