

Job Description			
Title	Department Please select:	Post Ref Add Ref	
Business Support Administrator - Indicative Grade 3 Job Purpose <i>To provide a wide range of clerical, administrative and financial support to operational services under the management and guidance of senior staff.</i>			
Key Responsibilities 1. To work to defined business standards and processes; performing a wide range of business support tasks with due regard to confidentiality and safeguarding 2. To provide advice and guidance to customers, business partners and others on business processes and operational service issues 3. 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 4. To develop basic systems and processes to meet operational needs and to ensure the high quality of information held 5. To undertake a range of financial support processes, including processing orders, resolving issues, reporting, reconciling accounts and handling cash 6. Responsible for the organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes / actions arising 7. To undertake reception duties, meet and greet visitors, provide direction and give advice and guidance to basic enquiries			Key Accountabilities 1. For the accuracy and quality of information within the responsibility of the post holder 2. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance 3. To ensure that corporate policies and financial regulations are adhered to 4. Work efficiently and effectively to support operational services

The post holder will perform any duty or task that is appropriate for the role described

Person Specification		
Education and Knowledge		Personal skills and general competencies
1. Good literacy and numeracy skills to NVQ 2 level or equivalent		2. Puts into practice the Council's commitment to excellent customer care
Experience		3. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers
6. Experience of providing business support in a busy environment		4. Works well with colleagues but also able to work on their own initiative
7. Experience of data input and data management ensuring accuracy and where appropriate confidentiality		5. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
8. Significant experience and competence using IT and common business support packages including word processing and spreadsheets		
9. Experience of note and minute taking		
10. Experience of providing information to the public or customers using good communication skills		
11. Experience of using defined business processes and giving guidance on them to colleagues		
Role Dimensions / Job Context		
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		
<i>Please attach a structure chart</i>		