



Job Description		
Title Business Support Administrator - Grade 3	Department Please select:	Post Ref Add Ref
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 <ol style="list-style-type: none">1. To work to defined business standards and processes; performing a wide range of business support tasks with due regard to confidentiality and safeguarding2. To provide advice and guidance to customers, business partners and others on business processes and operational service issues3. 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 reports4. To develop basic systems and processes to meet operational needs and to ensure the high quality of information held5. To undertake a range of financial support processes, including processing orders, resolving issues, reporting, reconciling accounts and handling cash6. Responsible for the organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes /		Key Accountabilities <ol style="list-style-type: none">1. For the accuracy and quality of information within the responsibility of the post holder2. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance3. To ensure that corporate policies and financial regulations are adhered to4. Work efficiently and effectively to support operational services

actions arising	
7. To undertake reception duties, meet and greet visitors, provide direction and give advice and guidance to basic enquiries	
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 to NVQ 2 level or equivalent	Personal skills and general competencies 2. Puts into practice the Council's commitment to excellent customer care 3. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers 4. Works well with colleagues but also able to work on their own initiative 5. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
Experience 6. Experience of providing business support in a busy environment 7. Experience of data input and data management ensuring accuracy and where appropriate confidentiality 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>	

Date: May 2014