



Job Description		
Title Business Support Administrator - Grade 2	Department Children, Families & Cultural Services	Post Ref
Job Purpose <i>To provide clerical, administrative and financial support to operational services under the direction or instruction of senior staff</i>		
Key Responsibilities <ol style="list-style-type: none">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 and photocopying; with due regard to confidentiality and safeguarding2. To provide routine advice and guidance to customers, business partners and others on business processes and operational service issues3. To create, process and format information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria4. To undertake financial processes including processing orders and resolving issues including unpaid bills and handling cash5. Assist in the preparation and organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes / actions arising6. Prepare and despatch information packs, leaflets and specific service information and deal with incoming and outgoing mail in line with set		Key Accountabilities <ol style="list-style-type: none">1. For the accuracy of work undertaken2. 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

procedures	
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	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 data input and data management ensuring accuracy and where appropriate confidentiality 7. Experience with IT and common business support packages including word processing and spreadsheets 8. Experience of note and minute taking 9. Experience of providing information to the public or customers using good communication skills 10. Experience of using defined business processes and following guidance	
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	

Date: May 2014