



<b>Title</b> <b>Business Support Administrator</b> <b>- Indicative Grade 3</b>	<b>Department – Chief Executive’s Department</b>	<b>Post Ref.</b>
<b>Job Purpose</b> <i>To provide a wide range of clerical, administrative and financial support to operational services under the management and guidance of senior staff.</i>		
<b>Key Responsibilities</b> <ol style="list-style-type: none"><li>1. To work to defined business standards and processes; performing a wide range of business support tasks with due regard to confidentiality and safeguarding</li><li>2. To provide advice and guidance to customers, business partners and others on business processes and operational service issues</li><li>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</li><li>4. To develop basic systems and processes to meet operational needs and to ensure the high quality of information held</li><li>5. To undertake a range of financial support processes, including processing orders, resolving issues, reporting, reconciling accounts and handling cash</li><li>6. Responsible for the organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes / actions arising</li><li>7. To undertake reception duties, meet and greet visitors, provide direction and give advice and guidance to basic enquiries</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>	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>		

<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <p>1. Good literacy and numeracy skills to NVQ 2 level or equivalent</p>	<p><b>Personal skills and general competencies</b></p> <p>2. Puts into practice the Council's commitment to excellent customer care.</p> <p>3. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</p> <p>4. Works well with colleagues but also able to work on their own initiative.</p> <p>5. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</p>
<p><b>Experience</b></p> <p>6. Experience of providing business support in a busy environment</p> <p>7. Experience of data input and data management 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 note and minute taking</p> <p>10. Experience of providing information to the public or customers using good communication skills</p> <p>11. Experience of using defined business processes and giving guidance on them to colleagues</p>	
<p><b>Role Dimensions</b></p> <p>12. Work within Business Support Services to policy and practice as directed</p> <p>13. Delivering business support to operational services to meet customer needs, but also to drive efficiency savings in the service</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date