

<b>Job Description</b>		
<b>Title</b>	<b>Department</b>	<b>Post Ref</b>
<b>Business Support Administrator - Grade 3</b>	<b>Please select:</b>	<b>Add Ref</b>
<p><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></p>		
<p><b>Key Responsibilities</b></p> <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 /</li> </ol>		<p><b>Key Accountabilities</b></p> <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>

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**

<b>Person Specification</b>	
<b>Education and Knowledge</b>	<b>Personal skills and general competencies</b>
1. Good literacy and numeracy skills to NVQ 2 level or equivalent  <b>Experience</b> <ol style="list-style-type: none"> <li>Experience of providing business support in a busy environment</li> <li>Experience of data input and data management ensuring accuracy and where appropriate confidentiality</li> <li>Significant experience and competence using IT and common business support packages including word processing and spreadsheets</li> <li>Experience of note and minute taking</li> <li>Experience of providing information to the public or customers using good communication skills</li> <li>Experience of using defined business processes and giving guidance on them to colleagues</li> </ol>	<ol style="list-style-type: none"> <li>Puts into practice the Council's commitment to excellent customer care</li> <li>Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers</li> <li>Works well with colleagues but also able to work on their own initiative</li> <li>Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</li> </ol>
<b>Role Dimensions / Job Context</b> <ol style="list-style-type: none"> <li>Work within Business Support Services to policy and practice as directed</li> <li>Delivering business support to operational services to meet customer needs, but also to drive efficiency savings in the service</li> </ol> <p><i>Please attach a structure chart</i></p>	

Date: May 2014

Business Support Administrator Grade 3