



Job Description

| | | |
|---|--|----------------------------|
| Title Business Support Administrator - Grade 2 | Department Please select: Chief Executive's Dept | Post Ref Add Ref |
|---|--|----------------------------|

Job Purpose

To provide clerical, administrative and financial support to operational services under the direction or instruction of senior staff

Key Responsibilities

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 safeguarding
2. To provide routine advice and guidance to customers, business partners and others on business processes and operational service issues
3. To create, process and format information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria
4. To undertake financial processes including processing orders and resolving issues including unpaid bills and handling cash
5. Assist in the preparation and organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes / actions arising
6. Prepare and despatch information packs, leaflets and specific service information and deal with incoming and outgoing mail in line with set

Key Accountabilities

1. For the accuracy of work undertaken
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

| | |
|--|--|
| 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

| | |
|--|---|
| <p><i>Education and Knowledge</i></p> <p>1. Good literacy and numeracy skills</p> | <p><i>Personal skills and general competencies</i></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><i>Experience</i></p> <p>6. Experience of data input and data management ensuring accuracy and where appropriate confidentiality</p> <p>7. Experience with IT and common business support packages including word processing and spreadsheets</p> <p>8. Experience of note and minute taking</p> <p>9. Experience of providing information to the public or customers using good communication skills</p> <p>10. Experience of using defined business processes and following guidance</p> | |
| <p><i>Role Dimensions / Job Context</i></p> <p>1. Work within Business Support Services to policy and practice as directed</p> <p>2. 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: May 2014