



Job Description		
<u>Title</u>	<u>Department</u>	<u>Post Ref</u>
Business Support Administrator - Indicative Grade 2	Chief Executive's	
Job Purpose To provide clerical, administrative and financial support to operational services		
Key Responsibilities <ul style="list-style-type: none">• Work to defined business standards and processes to perform routine clerical tasks including taking and making telephone calls, checking and verifying information, typing and photocopying; with due regard to confidentiality and safeguarding.• To provide advice and guidance to customers, business partners and others on business processes and operational service issues• To create, manage and manipulate information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria• To undertake basic financial management processes including processing orders and resolving issues including unpaid bills and handling cash.• Assist in the preparation and organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes.• Undertake reception duties, meet and greet visitors, provide direction and give advice and guidance to basic enquiries.		Key Accountabilities <ul style="list-style-type: none">• For the accuracy of work undertaken• To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance• To ensure that financial regulations are followed• Work efficiently and effectively to support operational services

Person Specification	
Education and Knowledge Good literacy and numeracy skills	Personal Skills and General Competencies <ul style="list-style-type: none"> • Puts into practice the Council's commitment to excellent customer care. • Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. • Works well with colleagues but also able to work on their own initiative. • Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
Experience <ul style="list-style-type: none"> • Experience of data input and data management ensuring accuracy and where appropriate confidentiality • Experience with IT and common business support packages including word processing and spreadsheets • Experience of note and minute taking • Experience of providing information to the public or customers using good communication skills • Experience of using defined business processes and following guidance 	

Role Dimensions

1. Work within Business Support Services to policy and practice as directed

Final April 2011