



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

<b>Person Specification</b>	
<b>Education and Knowledge</b>	<b>Personal Skills and General Competencies</b>
Good literacy and numeracy skills	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of data input and data management ensuring accuracy and where appropriate confidentiality</li> <li>• Experience with 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 following guidance</li> </ul>	<ul 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> </ul>

### **Role Dimensions**

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

Final April 2011