

## MEDWAY COUNCIL - JOB PROFILE

<b>JOB TITLE</b>	Business Support Officer
<b>DIRECTORATE</b>	Children and Adults
<b>SERVICE</b>	Children's Services
<b>RESPONSIBLE TO</b>	Business Support Team Leader
<b>GRADE</b>	Range 2

### **MAIN PURPOSE OF JOB**

To provide complete and comprehensive administration and meeting support to Children's Services, arranging and minuting meetings and panels as required to ensure an accurate record of the meeting is produced within the required timescale.

To administer processes and procedures using available equipment and ICT packages to meet organisational standards and requirements.

Deal efficiently with telephone and other queries and requests for information to assist in ensuring that service performance levels are met.

To support the work of other administrative support staff during periods of absence or high volume of work to maintain the efficient provision of administrative services across Children's Services.

To input information on onto relevant databases and systems in order to complete purchase order episode and make required payments. To input codes accurately to enable statutory returns to be completed within timescale.

To provide a competent and effective finance support service, including cashiering, debt collection, processing certain payroll activities, income and cash reconciliation, invoice processing and issuing of travel warrants where appropriate.

### **KEY CORPORATE ACCOUNTABILITIES**

To actively promote work life balance and flexible working in order to achieve high quality service delivery.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

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To ensure full compliance with the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to Section 17 of the duty of Crime and Disorder Act 1998 to prevent crime and disorder.

At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.

## ACCOUNTABILITIES TO CHILDREN AND YOUNG PEOPLE

The children and young people of Medway have said the following qualities are really important to them:

- ✓ Be a good listener
- ✓ Be non-judgemental
- ✓ Be consistent and Stable
- ✓ Be contactable
- ✓ Understand me
- ✓ Be honest
- ✓ Be Focused
- ✓ Be realistic
- ✓ Be a good timekeeper
- ✓ Be resourceful in your approach

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

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## PERSON SPECIFICATION

<b>QUALIFICATIONS</b>	<b>Assessment Method</b>
Educated to GCSE level or equivalent in English and Maths	Application
NVQ3 in Business Administration or equivalent experience	Application
<b>KNOWLEDGE AND EXPERIENCE</b>	
Demonstrable experience of complex minute taking.	Application/ Interview
Demonstrable experience of providing a comprehensive administrative support service, across a range of services and/or individuals.	Application/ Interview
Demonstrable experience of MS Office applications, case management system and their practical application.	Application/ Interview
<b>SKILLS</b>	<b>Assessment Method</b>
Excellent ICT skills with the ability to demonstrate the application of these within a work context.	Application/ Interview
Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working	Application/ Interview
Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences	Application/ Interview
Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems	Application/ Interview
Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people	Application/ Interview
Demonstrable ability to explain straightforward tasks to others, where required	Application/ Interview
Demonstrable ability to handle and process cash/documentation relating to small financial amounts (ie up to £250 per day)	Application/ Interview

<b>PERSONAL QUALITIES</b>	
Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and well-being of people.	Interview
Accountable for small expenditures from an agreed budget or income, with supervision and/or provides general information, advice and guidance on internal procedures relating to finance.	Application/ Interview
Commitment to equality and diversity, accepting differences and treating everyone fairly.	Application/ Interview

**Competencies** (You will be assessed against the competencies below as part of the interview)

<b>Factor</b>	<b>Level</b>	<b>Competency</b>
Knowledge	3	Carries out a range of tasks and understands the procedures associated with them. Uses equipment provided and has the written and numerical skills needed to compile straightforward reports, correspondence, calculations, carry out rules based assessments.
Mental Skills	2	Uses judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working
Communication Skills	3	Uses written and oral communication skills to present varied information in an understandable way to a range of audiences
Initiative and Independence	3	Works within defined procedures and can work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.
Responsibility for People	1	Carries out tasks which has limited or no direct impact on the wellbeing of individuals or groups of people. The work may require common courtesy or consideration where encountering members of the public incidentally in the course of normal duties.
Responsibility for Supervision	1	Has no or limited direct responsibility for the supervision, direction or co-ordination of other employees. However will be able to demonstrate own duties, give advice or guidance to new employees or others.
Responsibility for Finance	2	Has some direct responsibility for financial resources, this can regularly involve either; 1) Handling of cash, or processing of cheques, invoices or equivalent, or

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		<p>2) Accounting for considerable sums of money, where care and accuracy and important, or</p> <p>3) Being accountable for small expenditures from an agreed budget or equivalent income.</p>
Physical Skills	3	Is dexterous and has co-ordination or sensory skills, and can engage these skills where there is some demand for precision.
Physical Demands	1	Is able to carry out tasks and activities in a mostly sedentary position and allow for considerable flexibility of movement. There may be limited requirements for standing, walking, bending or stretching, or an occasional need to lift or carry items.
Mental Demands	2	<p>Is able to apply general awareness and sensory attention with either;</p> <p>1) lengthy periods of concentrated sensory attention, or</p> <p>2) lengthy periods of enhanced mental attention, or</p> <p>3) medium periods of concentrated mental attention, or</p> <p>4) when there are considerable levels of work related pressure, for example, from deadlines, interruptions or conflicting demands</p>
Emotional Demands	2	Can handle contacts with, or work for, people who through their circumstances or behaviour occasionally place emotional demands on the jobholder.
Responsibility of Physical Resources	2	<p>Will have some direct responsibility for physical resources, this will involve either;</p> <p>1) adaptation, development or design of significant information systems, or</p> <p>2) adaptation, development or design of a wide range of equipment, land, buildings, other construction works or equivalent, or</p> <p>3) security of a range of high value physical resources, or</p> <p>4) ordering of a wide range of equipment and supplies, or</p> <p>5) making a significant contribution to the adaptation, design or development of either large-scale information systems for use by others, or of a range of equipment, land, buildings, other construction works or equivalent.</p>

Working Conditions	2	Will have some exposure to disagreeable, unpleasant or hazardous environmental working conditions or people related behaviour.
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## ORGANISATION

### (i) ORGANISATION CHART

### (ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post will be managed by a Business Support Team Leader

### (iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be expected to work independently within defined procedures and can use initiative to deal with straightforward situations referring to supervisor/line manager for unusual or difficult problems.

### (iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder is not required to supervise other employees normally but can allocate straightforward tasks to others when needed.

### (v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will be expected to liaise with staff at all levels of the organisation as well as external partners and service users.

## WORKING ENVIRONMENT

The post holder will be based at, Gun Wharf, but may be expected to travel to other Council sites as and when required.

The post holder will be expected to keep his or her own workstation and space clean and tidy.