

## Job Description

Job title	Business Support Officer
Directorate	PEOPLE : Children and Adults
Division	Education and SEND
Range	MPR 3
Reports to	Area Inclusion Lead

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### Main purpose of the job:

- To assist the work of the Inclusion Teams by providing administrative support covering a wide range of activities
- To act as the initial point of contact for customers accessing hub services and ensure high quality customer service for all those accessing the service.
- To ensure email and telephone communications are responded to swiftly, and that accurate records of all communications are maintained centrally.
- To seek to understand the communication needs of colleagues and customers, being mindful of equality issues and the diverse needs of the range of people we work with.
- To seek feedback from internal and external customers on the effectiveness and efficiency of the service you provide.
- To present spoken and written communication in a polite, friendly and respectful manner seeking to ensure mutual understanding.
- To present information and ideas in a clear and understandable way which avoids jargon.
- To support the Teams to manage appointments and schedules effectively and efficiently.
- To manage requests and enquiries, frequently of a confidential and sensitive nature, from the public, clients, professionals and from other team/services within the council.
- To support the Hub Teams to establish and maintain databases and administrative systems in line with council processes and policies.
- To attend partnership and SEND meetings as requested and produce accurate records and minutes of meetings.
- To arrange appointments, meetings and events and receive visitors, ensuring that hospitality is available as necessary.
- To maintain and support clear and transparent communication about the progress of cases so that all involved are kept fully and accurately informed, and to ensure accurate and details recording of communications with stakeholders.

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- To support with collating and preparing documents for meetings, statutory returns and processes.
- To update and maintain accurate data for pupils with SEN in line with Medway SEN processes and requirements.
- To organise and facilitate training programmes, events and conferences including the organisation of speakers, trainers and venues, bookings, publicity, resources and materials, claims for supply cover relating to training, feedback events.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

- Ensuring high quality service delivery.
- Ensuring statutory timeframes are adhered to.
- The postholder may be required to support the induction of new staff.
- The postholder will demonstrate and promote a highly organised way of working, ensuring that work progresses and that projects are seen through to completion a timely way.
- Individuals will be motivated to identify creative and innovative ways to develop practice and overcome barriers.

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

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work 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 the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

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Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Area Inclusion Lead .

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

FIXED - The post holder will be permanently based at Gun Wharf, although they may be expected to work at any location across Medway.

### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

- A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent.
- Willingness to work towards Level 3 in Business Administration or equivalent.

##### Level B (in addition to level A criteria)

- Working towards Level 3 in Business Administration or equivalent.

##### Level C (in addition to levels A and B)

- Level 3 in Business Administration or equivalent.
  - Evidence of ongoing continuous professional development.
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#### Knowledge

##### Level A

- Knowledge of GDPR and its importance when handling data and information sharing.
- A good understanding of relevant policies and procedures in own area of work.

##### Level B (in addition to level A criteria)

- A good understanding of equality, diversity and inclusion.
- A detailed working knowledge of the broader activities of the service.

##### Level C (in addition to levels A and B)

- A good understanding of GDPR legislation and best practice in relation to information sharing.
  - A good understanding of the Council's Record Retention Policy and freedom of information protocols.
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#### Experience

##### Level A

- Experience of providing an administrative and/or customer support service.
- Experience of updating records accurately using electronic or hard copy filing systems/databases.
- Experience of undertaking complex minutes and taking a proactive approach to tracking actions (if required for role).

##### Level B (in addition to level A criteria)

- Experience of dealing with confidential and sensitive data.
- Experience of coaching/supporting others in their role.
- Experience of providing project support.

##### Level C (in addition to levels A and B)

- Experience of undertaking minute taking (if required for role). Experience of confidently using specialist IT packages relevant to the service area in which you are working.
- Experience of providing general information, advice and guidance on internal procedures relating to finance.

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- Experience of contributing to Freedom of Information requests.
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### Skills

#### Level A

- Ability to use Microsoft Word, Excel, Teams and Outlook.
- Ability to demonstrate effective organisational and planning skills.
- Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to input data, where care, accuracy, confidentiality and security are important.
- Ability and willingness to travel in order to meet requirements of the role.
- Attention to detail with the ability to proof read.
- Ability to maintain confidentiality at all times.
- Good time management skills.

#### Level B (in addition to level A criteria)

- Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience.
- Demonstrable ability to explain straightforward tasks to others, where required.
- Demonstrates the ability to deal with considerable levels of work-related pressure.

#### Level C (in addition to levels A and B)

- Ability to model high levels of professionalism and promote a culture of professional standards.
- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.