

Job Description

Job title	Business Support Officer
Directorate	PEOPLE : Children and Adults
Division	Children and Young People with Disabilities and OT
Range	MPR 3
Reports to	Irene Lariso

Main purpose of the job:

We are looking for a highly organized and proactive Business Support Officer to provide essential administrative and coordination support to the Children with Disabilities team and Children's Occupational Therapy Service. This role will be central to delivering the Special Educational Needs and Disabilities (SEND) Improvement Plan, ensuring that all processes run smoothly and that accurate information and documentation are produced professionally and on time. The successful candidate will be proficient in using Excel and other organizational tools, capable of managing data effectively and preparing reports and documents to a high standard. Strong interpersonal skills are essential, as the role requires someone who is friendly, approachable, and able to work collaboratively with colleagues across the service. In addition to supporting the Designated Social Care Officer and the wider team, the Business Support Officer will also provide cover for our existing BSO during periods of leave, ensuring continuity of support for the Disabilities and OT services. This position will be line managed by the Designated Social Care Officer, and the post holder will play a key role in maintaining professional standards and supporting the general management of office functions within the service.

To act as the first point of contact for internal and external customers and provide a professional and welcoming environment at all times.

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

Accountabilities and outcomes:

Provide a comprehensive administrative support service to the team ensuring the efficient and timely provision of information.

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.

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Ensure accurate and timely production of reports, data, and documentation to support service planning and performance monitoring.

Maintain organized systems and processes, using Excel and other tools to manage information effectively and provide clear, professional outputs.

Coordinate administrative tasks that enable the team to meet deadlines and deliver high-quality outcomes for children and families.

Provide cover for the other Business Support Officer during periods of leave, ensuring continuity of support across the Disabilities and OT services.

Work collaboratively with the Designated Social Care Officer to track, report, and deliver improvement plan actions in line with agreed timescales.

Ensure compliance with statutory requirements and internal policies by maintaining accurate records and supporting audit processes.

Contribute to service improvement by identifying opportunities to streamline administrative processes and enhance efficiency.

Maintain confidentiality and data security in line with GDPR and safeguarding requirements while providing flexible support to meet changing priorities within the service.

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 DSCO Designated Social Care Officer

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:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

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Person specification

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

Qualifications

Level A

- A minimum of 5 GCSE's 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 qualification.

Level C (in addition to levels A and B)

- Level 3 in Business Administration or equivalent qualification
- Evidence of ongoing continuous professional development

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.

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 tracking actions (if required for role)

Level B (in addition to level A criteria)

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

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Level C (in addition to levels A and B)

- 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.
 - 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.
- Demonstrable 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.