

Job Description

Job title	Business Support Officer
Directorate	PEOPLE : Children and Adults
Division	Youth Justice Service
Range	MPR 3
Reports to	Senior Administration and Business Manager

Main purpose of the job:

To provide a high quality effective and efficient administrative and data support to the Medway Youth Justice Service to ensure the needs of the business are fully met. This includes administrative tasks related to Youth Justice disposals, data entries including Key Performance Indicators, assistance in dealing with data requests, and finances.

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

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

Accountabilities and outcomes:

To administer processes and procedures using available equipment and ICT packages to ensure effective and efficient support is provided.

Ensure information recording is accurate and up to date to support and enable effective case management within the team.

To maintain accurate electronic and paper-based records to meet organisational standards and requirements, including accurate recording of Youth Justice disposals.

Confidently, efficiently and courteously respond to queries and statutory requests for information, ensuring that service performance levels are met.

Coordinate, arrange, support and minute meetings convened by the Youth Justice Service to maintain an effective and supportive administrative function.

Support the work of colleagues during absences and unusually high volumes of work to maintain the efficient and statutory provisions of service.

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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.

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 Senior Administration and Business Manager.

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 Strood Youth Centre, 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 GCSE's including English and Maths (grades 4-9) or equivalent
- Working towards Level 3 in Business Administration or equivalent.

Level B (in addition to level A criteria)

- Level 3 in Business Administration or equivalent qualification.

Level C (in addition to levels A and B)

- Evidence of ongoing continuous professional development
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Knowledge

Level A

- An awareness of GDPR legislation and best practice in relating to 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 comprehensive 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 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.

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 organise and prioritise workload to achieve deadlines.
- 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 to demonstrate commitment to equality, diversity and inclusion.
- Ability and willingness to travel to meet requirements of the role.
- Attention to detail with the ability to proofread.
- Ability to always maintain confidentiality.

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.