

## Job Description

Job title	Business Support Officer
Directorate	PEOPLE : Children and Adults
Division	Safeguarding and Quality Assurance
Range	MPR 3
Reports to	BSO Team Leader

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### Main purpose of the job:

To provide a high quality effective and efficient administrative support service to the IRO and CP Services in order to ensure the needs of the business are fully met.

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 IRO and CP service ensuring the efficient and timely provision of information.

To administer processes and procedures using available equipment and ICT packages to meet organisational standards and requirements including maintaining all relevant records and information systems (manual and computerised), to ensure information is accurate, accessible and retrievable by others.

Receive, distribute and respond to written correspondence and telephone enquiries, effectively prioritising and using discretion to provide efficient and appropriate support, correspondence and information sharing to the relevant teams or individuals and ensuring that service level agreements are maintained.

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 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.

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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.

### 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.

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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'.

### Organisation:

This role reports to the BSO Team Leader.

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.

### 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
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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 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 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.
- 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.