JOB DESCRIPTION

Job Title	Business Support Assistant		
Service			
Reporting to			
Grade	15		
Evaluation ref:	AG0251	**Job Family ref:**	

Role purpose

To provide a general administrative support to the team/centre/group as required.

Accountabilities

Demonstrate initiative, organising and prioritising skills in providing a general administrative support to the team/centre/group as required including:

- opening, sorting, recording, distribution of post, operating franking machine where required.
- photocopying, arranging duplicates/printing/scanning and sending emails.
- co-ordinating diaries and availabilities to arrange meetings, organise venues, maintain booking systems, arrange car parking, etc.

Provide a support service and within established procedures/guidelines, use initiative to compile, store, revise and print text, tables, spreadsheets, official documents and reports. This may include working under direction with specialist documents according to specialised protocols. Ensure the confidentiality of sensitive/legal matters during text preparations and storage.

Select options and standard paragraphs in the preparation and issue of routine correspondence e.g. performance licences.

Maintain a basic understanding of service activities in order to minute/note take at meetings, recognising where appropriate the confidentiality of matters discussed.

Prepare material for presentation/circulation as directed.

Work with accuracy to update and maintain computerised record systems to input, extract and amend data and information. Use knowledge and experience of the process / system to identify potential errors and within established criteria, make corrections or escalate for resolution. Maintain confidentiality as required.

Act as a first point of contact and use acquired knowledge and initiative to provide information for clients, suppliers, the public and staff. Provide a reception service for visitors as required and ensure that enquiries are dealt with promptly and efficiently. Within established criteria provide responses and deal with issues as raised. Otherwise make an accurate record and refer to senior officers for resolution.

Use approved systems to prepare and process orders for stationery/goods/services. Receive and check delivery notes, invoices and accounts. Where required input data to approved budget monitoring system.

Process invoices for payment after certification by a senior officer. Raises invoices as directed.

Where required use approved systems to process cash and cheques received and to accurately maintain/administer records for petty cash or other local financial processes.

Support practitioners, senior officers and managers by undertaking routine housekeeping of IT systems and other sundry manual equipment in accordance with laid down procedures. Undertakes a range of routine health and safety and premises matters as required including asset monitoring and recording/reporting equipment faults. Uses initiative to chase repairs, etc.

Use acquired knowledge and initiative to respond to day-to-day requests for routine business/administrative support made by service practitioners/senior officers.

Impact

In many cases the assignment holder will be the first point of contact of service as well as administrative matters.

This will involve regular front line telephone or personal contact with service users and members of the public who on occasions might be distressed or challenging requiring the postholder to use tact and discretion and to decide on the best course of action to take and the confidentiality involved.

There is regular interaction with community groups, elected members and external agencies to pass and receive information or deal with routine queries.

Regular contacts occur with Business Support and service colleagues to pass and receive information, to receive work instruction and to resolve front line problems.

Where the office/team has a responsibility for collecting/receiving cheques/cash, where authorised the assignment holder will ensure the accurate receipt, processing and safe handling of the cash/cheques.

The assignment may also include the day-to-day administration of petty cash or other local financial activities or processes.

Where appropriate take responsibility for the monitoring and safe keeping of office and other equipment.

Somerset Council

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Knowledge / Experience / Qualifications / Skills			
Knowledge			
	Essential	**Desirable**	
Sound working knowledge of IT systems including Microsoft 365.	X		
Experience			
Experience of working in an administrative role and within a team.	X		
Experience of communicating with members of the public face-to-face and via telephone, letter and email.	X		
Experience of handling sensitive and confidential information.	X		
Experience of minute taking.	X		
Experience of using client management systems and spreadsheets.	X		
Qualifications / Registrations / Certifications			
Minimum NVQ level 2 standard/5 GCSEs, English and Maths, at Grade 4 or above with good standards of literacy, numeracy and accuracy.	X		
Skills			
Good organisational skills.	X		
The ability to prioritise conflicting work demands and have a flexible approach.	X		
The ability to follow agreed processes to ensure consistency is provided.	X		
The ability to produce high standards of accurate work and to work to deadlines.	X		
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	X		

Working Conditions

Working Arrangements
Somerset Council's dynamic Working Strategy will be applied to this position.

JOB DESCRIPTION

Corporate Responsibilities
Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 10th July 2024