

DARLINGTON BOROUGH COUNCIL
CHILDRENS AND ADULTS SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Business Support Officer – Level 1
<u>PAY BAND :</u>	Band 3
<u>JOB EVALUATION NO.</u>	C3127 – Level 1A C3030 – Level 1B
<u>REPORTING RELATIONSHIP</u>	Business Support Team Leader
<u>JOB PURPOSE :</u>	To provide an efficient and comprehensive business support service.
<u>POST NO.</u>	POS007086
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To undertake a range of business support tasks such as managing your own emails, copying, scanning, faxing, archiving, post, answering the telephone and taking messages.
2. To be responsible for inputting and updating records both manually and electronically on multiple systems, including extracting basic information within set parameters.
3. Carry out basic audit and quality control of data input.
4. Copy typing from notes, including completing standardised templates.
5. To deal with enquiries by telephone and face to face and ensure that they are dealt with effectively and efficiently, e.g. answering routine queries, signposting and taking messages where appropriate.
6. Provide telephone cover and assistance for other teams as required
7. To input, complete and update both manual and electronic standard format data, checking the correct information is provided and chasing missing data.
8. Produce standard reports and presentations.
9. To provide basic facilities management – setting up rooms for meetings ensuring the required equipment and resources are available and assisting attendees.
10. Undertake the co-ordination of public information and literature, ensuring stock levels are maintained and in date.
11. To carry out routine invoicing, creating purchase orders (including orders for non-routine items), handling of petty cash and taking payments.

12. The population and creation of basic of spreadsheets, including the creation and use of basic formula.

In addition, post holders working to this job profile may also undertake the following main duties and responsibilities, (but not necessarily all of them).

13. To take notes at meetings.
14. To coordinate dairy planning for the Senior Management Team and other senior managers, including entering agreed multiple engagements/meetings into electronic diaries.
15. To keep diaries up to date with all changes, including last minute changes each day to ensure an up to date record is maintained.
16. Management of Room bookings including inviting attendees and distribution of notes.
17. To be the dedicated Printer champion for the department, ensuring that stock levels are maintained, reporting faults and ensuring maintenance of the printers.

At this level the post holder would be required to either have responsibilities for providing a reception service (Level 2A) or have responsibilities for financial administration (Level 2B).

Plus Level 2A

18. To provide a reception facility, acting as the first point of contact, dealing with enquiries, ensuring that they are dealt with effectively and efficiently including responding to direct queries.

OR

Plus Level 2B

19. To be responsible for goods receipts, invoice coding, and dealing with associated queries. To monitor, authorise and audit financial processes and undertake relevant financial monitoring.
20. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
21. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
22. Carry out your role in line with the Council's Equality agenda.
23. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
24. Any other duties of a similar nature related to this post that may be required from time-to-time.

25. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
26. You are required to safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
27. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: July 2019

DARLINGTON BOROUGH COUNCIL

PERSON SPECIFICATION

CHILDRENS AND ADULTS SERVICES

BUSINESS SUPPORT OFFICER LEVEL 1

POST NO. POS007086

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
	Experience & Knowledge		
1	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages.	E	
2	Previous clerical experience and knowledge of clerical systems and procedures	E	
3	Experience of dealing with enquiries from a range of people	E	
4	Reception/telephone experience.		D
	Skills		
5	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
6	Ability to organise own work with minimum supervision.	E	
7	Ability to work on own initiative as well as part of a team.	E	
8	Ability to work to a high degree of accuracy with attention to detail.	E	
9	Ability to communicate both orally and in writing to a range of audiences	E	
10	Level 2A Able to deal confidently with members of the public, colleagues, members and external organisations PLUS Ability to cope with confrontational situations OR Level 2 B Able to deal with invoices in accordance with council procedures and carry out relevant audit requirements	E	
	Personal Attributes		
11	Flexibility, willingness and motivation to expand knowledge and experience.	E	
12	Ability to maintain confidentiality.	E	
	Special Requirements		
13	Some posts may involve working in establishments that deal with vulnerable clients and as such applicants must be capable of working in this type of environment.	E	
14	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	
15	Capable of independent travel to carry out the requirements of the post	E	