



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Business Support Administrator	Grade/ Level: K	Post Number: AO 7221
Directorate: Children's Services	Job Family: Business Support	Date Prepared: 24 January 2008

Role reports to (Job Title):
Business Support Team Leader

Job Purpose:
Provide a high standard of administrative support to a Social Work fieldwork team. To provide typing of documents where required, maintain client database and records and to carry out any other administrative duties to support the team.

Key Accountabilities:

1. Assist with the general administrative support to the team or workgroup, as directed by the Business Support Team Leader.
2. Provide support to the operational team as required, by answering phone enquiries, message taking, maintaining client files, and providing general administrative support to the team.
3. To act as a member of the frontline staff in the team dealing with vulnerable clients and stressful situations with clients and members of the general public.
4. Maintain accurate up-to-date client and management information systems.
5. Collate data for statistical returns when required.
6. Operate computer systems for word processing purposes, making full use of all the facilities offered by the system to produce a high standard of word processed documents as directed, in support of the team or workgroup. Use computer packages, including Word, Excel and PowerPoint to produce presentation documents and input management information as directed.
7. Assist in ensuring that the system housekeeping is up to date, by keeping documents in the appropriate directories, keeping back up documents or deleting documents as required.
8. Liaise with the originators of typing and work processing work to transcribe accurately, laid out as required including presentation and grammar.
9. Maintain knowledge of current developments around use of information technology and communications systems.
10. Ensure that any identified personal training needs are discussed with Line Manager.
11. Undertake any other duties that can be accommodated within the grading level of the post.

Supplementary Accountabilities:

Ability to cope with highly sensitive information; sometimes upsetting, when dealing with client's personal details, this will include telephone calls, typing reports, legal documents and data recording.

Show high level of discretion at all times due to the highly sensitive nature of the work.

Assist Business Support Team Leader in financial administration as required.

Job Scope: N/A

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Number and type of jobs managed: Manage own Business Support workload

Budget: None

Typical tasks supervised/allocated to others: N/A

Assets: None

Knowledge and Experience:

Essential

- Educated to GCSE level or equivalent.
- Typing and Word Processing to at least RSA II level or equivalent.
- Two years' experience of working in a busy office environment.
- Experience of working in an administrative role using Windows based packages.
- Experience of dealing with the public over the phone.

Desirable

- GCSE passes in English and Maths.
- RSA III typing or Work Processing qualification.
- PC based work processing and data input.
- Experience of dealing with the public over the telephone and the ability to cope with highly sensitive, sometimes distressing, information when dealing with clients' personal details.

Skills & competencies:

Essential

- Ability to cope with highly sensitive information.
- Able to work quickly and accurately to deadlines.
- Enthusiasm for the objectives of the Children Services Department.
- Ability to learn and gain experience of new areas of work and responsibilities, and help in other areas of the office.
- Commitment to improving the quality of service.
- Must have excellent word processing skills.
- Excellent communication skills across different groups and organizations and a polite and courteous telephone manner.

- Ability to work quickly and accurately and be able to adapt to changes in levels of workload and priorities.
- Prepared to learn new skills and to help in other areas of the office.
- Ability to use own initiative within remit.
- Willingness to contribute to the overall effectiveness of the team.
- Commitment to Equal Opportunities Policy.
- Ability to work well within a team and also alone in a normal office environment.
- Prepared to cover duties of Business Support Administrators in other Children Services teams during times of absence and/or need.

Desirable

- Understanding of the work of the caring professions.

Working Conditions:

Contact with service users – potential risk of verbal/physical abuse/emotional stress due to the nature of the work.

Consistent high use of IT equipment and heavy files.

Decision Making:

Work with Corporate Policies, Children Services procedures and team procedures.

Advice taken from Business Support Team Leader, Team Manager, Assistant Team Manager and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance from Business Support Team Leader. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external service users, particularly with child protection issues, as well as not meeting performance indicators.

Across all aspects of the position, to make an informed decision on what information can be given to another person either within or outside of Children Services.

Contacts and Relationships:

Written	Verbal	Internal	External
Clients and family	Clients and family	Own team	Police
Schools	Social workers	Other Fieldwork Teams	Court
Health organisations	Co-workers within the Borough	Finance	Outside agencies
Other social services	Foster carers	Transport	Hospitals
Support agencies	Educational establishments	Family Placement Team	Legal agencies
Legal matters	Other teams/depts	Housing	Charitable Trusts
General correspondence relating to clients		Probation services	

Creativity and Innovation:

Due to the nature of the work there are constant procedure changes. This can be as simple as database upgrades, which incur changes to be made to everyday actions.

Problem solving, including with electrical and multimedia equipment, service user enquiries and liaising with other departments.

There can also be changes within the law, which need to be incorporated to our working practices.

All these changes need to be documented and distributed throughout the working team.

Job Specific Competencies:

- Excellent interpersonal skills
- Adaptable to new tasks and flexible in responding to changes in work patterns
- Ability to work both on own and within a team and demonstrate initiative
- Manage a varied workload and keep to task (e.g. progress chase colleagues)
- Communicate effectively
- Flexible approach to working within other Children Services teams

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act

2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: