



Role Profile

Job Title: Business Support Advisor	Role Profile Number: BSN154
Grade: L	Date Prepared: September 2017
Directorate/Group: Adult Services	Reporting to: Team Manager
Structure Chart attached:	No

Job Purpose

- Provide a high standard of administrative support to Social Care/Social Work/Occupational Therapy fieldwork teams based at locality sites within the Borough. To provide typing of documents where required, maintain a client database and records and to carry out any other administrative duties to support the team.
- To receive telephone calls from service users, carers and professionals and provide a “Front Door” screening service to callers, signposting where appropriate.

Key Accountabilities

- Assist with the general administrative support to the team or workgroup, as directed by the Team Manager and/or Deputy Manager.
- Provide support to the operational team as required, by answering phone enquiries, signposting caller, message taking, maintaining client files, and providing general administrative support to the team.
- 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.
- Maintain accurate up-to-date client and management information systems including SWIFT and Capita One as required.
- Collate data for statistical returns when required.
- 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.
- 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.
- Liaise with the originators of typing and word processing work to transcribe accurately, laid out as

required including presentation and grammar.

- Maintain knowledge of current developments around use of information technology and communication systems.
- Ensure that any identified personal training needs are discussed with Line Manager.
- Take minutes for meetings e.g. Strategy meetings, Safeguarding Meetings, Risk Enablement Panel, Best Interest meetings.
- Undertake any other duties that can be accommodated within the grading level of the post e.g. filing, covering reception.

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.

Knowledge & Experience

Essential

- Experience of working in an administrative role using Windows based packages.
- Experience of dealing with the public over the phone.
- Ability to cope with highly sensitive information.
- 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 organisations and a polite and courteous telephone manner.
- Minute taking.
- Ability to work quickly and accurately and be able to adapt to changes in levels of workload and priorities.
- Willingness to contribute to the overall effectiveness of the team.
- 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).

Desirable

- 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.
- Understanding of the work of Adult Social Care.

Qualifications

- GCSE or equivalent passes in English and Maths.

- Typing and Word Processing to at least RSA II level or equivalent.

Decision Making

- Work with Corporate Policies, Adult Services' procedures and team procedures.
- Advice taken from Team Manager, and Deputy Team Manager, Service Manager, Social Work Team Managers, Assistant Team Managers and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance from Team Manager and/or Deputy Manager. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external service users, particularly with Adult Safeguarding issues, as well as not meeting performance indicators.
- Across all aspects of the position, to make an informed decision based on current legislation e.g. Data Protection legislation, on what information can be given to another person either within or outside of Adult 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 require 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 into our working practices.
- All these changes need to be documented and distributed throughout the working team.

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed • N/A	Responsibility	None
Typical tasks supervised/allocated to others • Manage own Business Support Workload	Asset Responsibility	None

Contacts and Relationships

- To receive telephone calls from service users, carers and professionals and provide a "Front Door" screening service to callers, signposting where appropriate.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	