



## Role Profile

<b>Job Title:</b> Business Support Administrator	<b>Grade/ Level:</b> K	<b>Post Number:</b> AO00017
<b>Directorate:</b> Children's Services	<b>Job Family:</b> Business Support	<b>Date Prepared:</b> 24 <sup>th</sup> January 2008 (reviewed April 2022)

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

**Job Purpose:**  
Provide a high standard of administrative support to Early Help and Social Work 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 handle incoming queries from service users and other professionals both in person and the phone.

**Key Accountabilities:**

Customer Contact

- Answer queries received in person, by telephone and writing as far as possible; signpost as appropriate or forward a message to a relevant colleague, recording on bespoke systems. Handling situations over the telephone potentially involving vulnerable clients and stressful situations with clients and members of the public.
- Spend a proportion of the role supporting the delivery of a customer reception point for both business visitors and members of the public, ensuring that visitors comply with corporate policies and procedures, answering queries and advising colleagues that a visitor has arrived to see them and ensuring the area remains well presented.

Office Administration

- The receipt, sorting, scanning and distribution of incoming and outgoing post.
- Photocopying, filing, scanning and saving documents to appropriate files.
- Maintaining electronics client files and management information systems.
- Maintaining the archive system in accordance with corporate retention policies.
- Arrange meetings as required.
- Produce and distribute meeting minutes.
- Producing information packs as required.
- Producing letters, including legal letters, for professionals with high attention to detail and high level of accuracy.

- Format reports, including reports for court in accordance with the specified requirements.
- Create and maintain spreadsheets and collate data for statistical returns.
- Complete typing requests and inputting data accurately.
- Administration of petty cash and use of a procurement card for work related purchases
- Arrange staff and client travel arrangements.
- Coordinating subscriptions to professional bodies.
- Overseeing the monitoring of stocks and ordering of supplies and equipment for the relevant teams.
- Open and close the building to members of public at the start and end of each day.
- Support the administration of Health & Safety and fire safety policies and regulations.
- Be a point of contact for facilities management issues such as tacking the resolution of building faults, liaising with contractors etc.
- To undertake any other duties that can be accommodated within the grading level of the post as directed by the Business Support Team Leader, this may include supporting other Business Support functions in a range of locations as required.
- Ensure that any identified personal training needs are discussed with Line Manager

ICT Literacy

- 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 of Outlook to manage shared inboxes and Outlook calendars to manage room bookings whereabouts of staff.
- Maintain knowledge of current developments around use of information technology and communication systems.

**Supplementary Accountabilities:**

Ability to cope with highly sensitive information and demonstrate resilience when dealing with upsetting information.

Due to the highly sensitive nature of the work, demonstrate confidentiality and discretion when dealing with client's personal details, this will include telephone calls, typing reports, legal documents and data recording.

Assist Business Support Team Leader in financial administration as required.

**Job Scope:** N/A

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

**Typical tasks supervised/allocated to others:** N/A

**Job Scope:** None

**Budget:** None

**Assets:** None

**Knowledge and Experience:**

Essential

- 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 and in person.

#### Desirable

- PC based word processing and data input experience
- Experience of dealing with highly sensitive, sometimes distressing, information when dealing with clients' personal details.
- Experience of hybrid working i.e. office based and working from home.
- Knowledge of the aims and ambitions of Swindon Borough Council's Children's Services.

#### **Skills & competencies:**

#### Essential

- Able to work quickly and accurately to deadlines.
- Willingness 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.
- Excellent communication skills across different groups and organisations and a polite and courteous telephone manner and excellent customer service skills.
- Ability to work quickly and accurately and be able to adapt to changes in levels of workload and priorities.
- 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.
- Ability to follow specified processes to ensure consistent service delivery to all customers.
- Willingness to embrace Swindon Borough Council's stated Values and Behaviours.

#### Desirable

- Understanding of the work of the professions supported.

#### **Working Conditions:**

Verbal contact with service users who can sometimes be distressed.

Consistent high use of IT equipment.

#### **Decision Making:**

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

Advice taken from Business Support Team Leader, Team Manager, Assistant Team Manager, Service Managers, senior team members 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 or legal matters, as well as not meeting performance indicators.

Across all aspects of the position, to make an informed decision based on current legislation e.g. GDPR, on what information can be given to another person either within or outside of Children 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.

**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
- Ability to be proactive and present ideas for improvement in which the way the service is delivered on an ongoing basis.

**Note:**

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post holder.

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.

<b>Employee Signature:</b>	
<b>Print Name:</b>	<b>Date</b>
<b>Line Manager's Signature</b>	
<b>Print Name:</b>	<b>Date:</b>