



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Business Support Officer - Community Health Bookings Clerk	<b>Role Profile Number:</b> 910
<b>Grade:</b> K	<b>Date Prepared:</b> June 2022
<b>Directorate/Group:</b> Children, Families and Community Health	<b>Reporting to:</b> Professional Lead Health Visiting. Health Visitor Team Coordinator
<b>Structure Chart attached:</b>	Yes

### Job Purpose

Provide a high standard of administrative support to 0-19 Public health nursing teams based at locality sites within the Borough. To primarily book appointments for 0-19 PHN service however may also provide typing of documents where required, maintain a client database and records, and to carry out any other administrative duties to support the team including booking appointments. To handle incoming queries from service users and other professionals both in person and the phone.

### Key Accountabilities

- Customer Contact via telephone.
- 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.
- 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.
- 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.
- To undertake any other duties that can be accommodated within the grading level of the post as directed by 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, location of staff, clinics etc.
- 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 Team Leader in financial administration as required.

### **Knowledge & 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.



**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

Shall work alongside members of 0-19 Public health Nursing team alongside partners including Early Help Business Support team, Childrens Social Care performance team and parents, guardians.

**Other Key Features of the role**

This job description is intended as a general guide to the duties attached to the post and is not an In-flexible 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.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	