Role Profile

Job Title: Business Support Advisor	Grade/ Level: L	Post Number: BSN101
Directorate: Adult Services	Job Family: Business Support	Date Prepared: Aug 2018

Job Purpose:
Provide a high standard of administrative support to Social Work fieldwork teams based at locality sites within the Borough. To provide placement searches, maintain client 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 Line Manager.
2. Provide support to the Commissioning Team as required.
3. Maintain accurate up-to-date client and management information systems including SWIFT/Eclipse as required.
4. Collate data for statistical returns when required.
5. Operate computer systems for processing purposes, making full use of all the facilities offered by the system to produce a high standard of recording as directed, in support of the team. Use computer packages, including Swift, Word, Excel to input management information as directed.
6. 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.
7. Liaise with the originators of placement request to inform them of progress.
8. Maintain knowledge of current developments around the use of information technology and communication systems.
9. Ensure that any identified personal training needs are discussed with Line Manager.
10. Take minutes for meetings as required.
11. Undertake any other duties that can be accommodated within the grading level of the post e.g. filing.

Supplementary Accountabilities:

- Ability to cope with highly sensitive information
- Show high level of discretion at all times due to the highly sensitive nature of the work

Job Scope: N/A	Job Scope: None
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 C or above or equivalent including GCSE passes in English and Maths
- Two years' experience of working in a busy office environment
- Experience of working in an administrative role using Windows based packages Including Word and Excel
- Experience of dealing with providers over the phone

Desirable

- RSA III typing or Windows qualification
- PC based 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
- Experience of SWIFT

Skills & competencies:

Essential

- Ability to cope with highly sensitive information
- Ability to prioritize workload
- Able to work quickly and accurately to deadlines
- Enthusiasm for the objectives of the Commissioning Team
- 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 windows 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 brokerage and commissioning
- 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 an office environment

- Understanding of the work of the caring professions

Working Conditions:

Consistent high use of IT equipment and heavy files.

Decision Making:

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

Advice taken from Brokerage Manager, Commissioners, Senior Managers, Service Managers, and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance from the Brokerage Manager. Daily prioritisation of work is important as this can have consequences over days/weeks for both internal and external service users, 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 Act, on what information can be given to another person either within or outside of Adult Services.

Contacts and Relationships:

- Adult Social Care Teams
- Hospital Social work teams
- Commissioned Providers of Services
- Commissioners, Contract and Monitoring Officers

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, within a team and demonstrate initiative
- Manage a varied workload and keep to task (e.g. progress, chase colleagues)
- Communicate effectively

In accordance with the provisions of the Data Protection Act, 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:**