



Role Profile

Job Title: Business Support Administrator	Role Profile Number: SBC_11677
Grade: L Grade	Date Prepared: Revised February 2023
Directorate/Group: Children Services	Reporting to: Specialist Community Health Services Manager
Structure Chart attached:	No

Job Purpose:

To provide a high standard of clerical and administrative support to the Paediatric Therapies Service. To provide the typing of documents, letters and audio tapes. To maintain client database and records and to carry out any other administrative duties required 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 operational team as required, by answering phone enquiries, message taking, processing of referral information, maintaining client files, ensuring processing is within required statutory timescales and providing general admin support to the team.
3. To act as a member of the frontline staff in the team dealing with parents/ carers /professionals and show high level of discretion at all times due to the highly sensitive nature of the work. Ability to cope with highly sensitive information; sometimes upsetting, when dealing with client's personal details, this will include telephone calls, reading reports and data recording.
4. Maintain accurate up-to-date client and carer information systems including assessment and review details, using appropriate database, to inform monthly, quarterly and annual government statistics and performance indicators. Liaise with relevant professionals as required and collate data for statistical returns.
5. Maintain knowledge of current developments around the use of information technology and communication systems. Be able to operate computer systems for reporting, auditing and publication purposes, making full use of all the facilities offered by the systems to produce and create a high standard documents, as directed, in support of the team.
6. Use computer packages to produce and despatch documents and input management information as directed.
7. Assist in ensuring that the system housekeeping is up to date, by scanning and keeping documents in the appropriate directories, creating and maintaining templates or deleting documents as

required.

8. Liaise with professionals to transcribe / proof read documents accurately, including presentation and grammar, working to required timescales.
9. Prepare standard format for documents, such as letters and memoranda, together with copy and audio typing duties as required.
10. Maintain the confidentiality of client information at all times, ensuring that correspondence and information is appropriately handled and labelled, in accordance with Swindon Borough Council guidance and statutory legislation.
11. Initiate and maintain of client files, including scanning to electronic files.
12. Attending meetings, which may be virtual, to take notes/minutes and transcribe these.
13. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
14. Support the service with staff training around IT.

Supplementary Accountabilities:

1. Show high level of discretion at all times due to the highly sensitive nature of the work.
2. Assist Senior Administrator in financial administration as required.
3. Respond immediately to issues and requests that relate to Child Protection from professionals and designated agencies and ensure that these are accurately recorded. At all times such issues should be immediately escalated to the Team Manager.

Job Scope: Number and type of jobs managed:

Not applicable

Typical tasks supervised/allocated to others:

Not applicable

Job Scope:

Not applicable

Budget:

Not applicable

Assets:

Not applicable

Knowledge and Experience:

- GCSE Grade C or above or equivalent in English and Mathematics
- Qualified in typing and word processing to at least RSA II or equivalent
- Note taking, ideally direct to laptop
- Relevant 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 telephone and the ability to cope with highly sensitive, sometimes distressing, information when dealing with clients' personal details
- Excellent communication skills across different groups and organisations and a polite and courteous

telephone manner

- Ability to work quickly and accurately to deadlines, and to adapt to changes in priorities
- Ability to learn and gain experience of new areas of work and responsibilities, and help in other areas of the office
- Ability to use own initiative within the remit of the post
- Willingness to contribute to the overall effectiveness of the team
- Ability to work well within a team
- Understand the nature of the different therapies and work towards team objectives
- Commitment to Equal Opportunities Policy

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:

- Ability to prioritise own workload, responding to conflicting pressures, with guidance from Team Leader/Senior. 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 for meeting performance indicators.
- Work with Corporate and Directorate policies procedures and team procedures.

Contacts and Relationships:

- Typical kinds of written communication are letters, reports and completing statutory forms and exemplars relating to the client database. Verbal communications include telephone calls, dealing with general enquiries, advising staff and liaising with internal departments and external agencies.
- The role has regular contact with a wide variety of individuals.

Creativity and Innovation:

- Due to the nature of the work, there are constant procedural changes and database upgrades that result in changes to everyday actions. Work with the team with creation and maintenance of procedural documentation.
- Usually work is within existing procedures and guidelines, but looks to identify opportunities for process improvement and cost savings.

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: