



SWINDON
BOROUGH COUNCIL

**Job
Description**

Job Title: Specialist Business Support Officer – Adult Community Learning	Grade: L	Post Number: 10482
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Directorate: Children’s	Job Family: Advising and Enabling	Date Prepared: January 2023
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Role reports to: Data and Performance Manager

Job Purpose:

To work as part of the Adult Community Learning (ACL) Team, providing specialist administration support to the practitioners within the business service area.

- Through knowledge of the specialism within the business to deal with queries and advice in line with business processes and procedures
- Responsible for use and maintenance of specialist processes and procedures to enable practitioners to deliver service requirements
- Collate, process and analyse data in line with service delivery standards
- Providing high standards of customer service to our learners and both internal and external stakeholders.

Key Accountabilities:

Customer Interaction:

- Responsible for allocating requests for service to the appropriate practitioners using the systems, processes and procedures within the business area.
- Act as a point of contact for specialist enquiries that cannot be resolved by others
- Responsible for contacting service users, external colleagues and practitioners within the business area to support the effective functioning of the ACL service.
- Responsible for responding to specialist written and verbal queries; signposting as appropriate or taking a message and tracking the response
- Responsible for communication with a wide range of multi-disciplinary and multi-agency teams including raising awareness of and marketing the ACL service.

Managing Resources

- Purchase and manage resources to support the effective delivery of the ACL service including learning materials, equipment and booking venues, as requested by the ACL team; ensuring best value and effective use of public funds
- Maintain accurate financial information and reports as directed by the Data and Performance Manager including creating new payees, raising and processing invoices and credit card purchases

Producing Documentation

- Produce documents in accordance with a specified brief and corporate style, ensuring that the

format and content meets the needs of the audience

- Provides advice and guidance to practitioners and business support colleagues on the most appropriate format and layout of documentation in order to achieve the outcomes outlined in the brief

Managing and Analysing Data & Information

- Inputting data into all relevant electronic systems in accordance with set guidelines and in a timely manner to ensure that records are accurate and up to date
- Support managers to carry out data cleansing of relevant electronic systems to ensure that data is accurate
- Support managers to monitor performance by carrying out analysis of specified data sets and reporting the outcome in a format that meets their needs within the required timescales
- Obtaining and analysing data in response to a specific brief and presenting the findings in an appropriate format within specified timescales
- Analysing and reporting performance in relation to specific performance indicators on a regular basis as required
- Design and carry out research from a range of sources in response to a specific brief and presenting the findings in an appropriate format within specified timescales e.g. Staff Surveys, briefing papers

Supporting Projects

- Provides a range of support to projects across the service area as required including producing project documentation, tracking actions, meeting management, taking notes and liaison between key stakeholders
- Manage small projects e.g. continuous improvement projects

Co-ordinating Information

- Supporting the drafting and circulation of information to staff as requested by managers
- Updating strategic documentation in accordance with a specified brief e.g. policies and procedures
- Bringing local stories on contentious or positive issues to the attention of the ACL management team

Qualification Administration

- Responsible for the administration of qualifications and exams in line with awarding body requirements

Inbox management

- Responsible for monitoring generic email inboxes according to specified requirements including categorising emails, identifying those requiring an urgent response and responding to emails where appropriate.

Office Administration

- Responsible for maintaining an efficient paper and electronic filing and archiving system that complies with corporate retention policies
- Responsible for keeping the specialist business support working environment organised

Supplementary Accountabilities:

- To undertake any other duties that can be accommodated within the grading level of the post. This may include supporting other Business Support functions in a range of locations.

Job Scope: Number and type of jobs managed:

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Typical tasks supervised/allocated to others:

Budget:

None

Assets:

Knowledge and Experience:

- At least 2 years relevant office experience
- Excellent level of literacy and numeracy skills
- Excellent knowledge of MS Word, Excel, PowerPoint and Outlook
- Excellent typing skills needed
- Excellent communication skills
- Awareness of practitioners needs and priorities
- Awareness of safeguarding guidelines for children and vulnerable adults
- Ability to be flexible, adaptable and work in other localities as needed
- Ability to understand the key business priorities, strategies and policies in order to give appropriate advice and information to customers

Decision Making:

- Ability to make day to day decisions relating to the tasks listed above
- Ability to prioritise own workload to ensure all tasks are completed within given timeframes
- Ability to decide when to escalate an issue to line manager

Contacts and Relationships:

- Daily contact with ACL management team
- Daily contact with practitioners and providers
- Regular contact with customers either face to face or by telephone or email
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Creativity and Innovation:

- Have the willingness to be proactive and present ideas for improvement and the way in which the service is delivered.
- Give advice and guidance on the most appropriate format and layout of documentation in order to achieve the outcomes outlined in the brief by the manager or practitioner

Job Specific Competencies:

- Excellent communications skills
- Strong interpersonal skills
- Proven track record in working in a Business Support team providing professional support to practitioners and managers
- Be willing and enthusiastic to work as part of a dynamic and ever changing team

- Excellent organisation and prioritisation skills in order to respond to competing demands from a range of sources so that the greatest value is added to the achievement of the aims and objectives of the organization
- 2 Years' experience of working in an office environment in a business support capacity

Health and Safety:

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

Data Protection:

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 the 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.

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 postholder.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: