

<b>Job Title:</b> Business Support Officer- On Trak	<b>Role Profile Number:</b> BSN132
<b>Grade:</b> K <b>Salary:</b>	<b>Date Prepared:</b> September 2020
<b>Directorate/Group:</b> Children, Families and Community Health	<b>Reporting to:</b> Senior Counsellor On Trak
<b>Structure Chart attached:</b>	

### Job Purpose

On Trak is a service which offers therapeutic counselling to young people. The role of the Business Support Officer is to provide administrative support to the On Trak team which consists of counsellors and volunteers in training.

The post holder will require high levels of administrative and communication skills and an ability to work proactively as a part of the team.

The role frequently involves taking calls from a variety of stakeholders. This requires excellent interpersonal skills and the ability to manage sensitive and confidential information safely.

### Key Accountabilities

- To assist the On Trak team in preparing for client contacts by printing materials and preparing resources.
- To manage telephone calls with sensitivity, respecting the need for confidentiality.
- To take accurate messages for the On Trak team signposting as appropriate or forwarding to relevant colleagues.
- To be responsible for sourcing, ordering and managing resources.
- Set up and maintain an efficient office/systems.
- To be responsible for prioritising own workload ensuring deadlines are met.
- To take accurate minutes at weekly meeting and distribute to team members.
- Support the organisation of meetings for the On Trak team.
- Photocopying, filing, scanning and savings documents to files.
- Formatting of reports.
- Word processing including typing of documents with a high attention to detail and high level of accuracy.
- Use of outlook to manage shared inbox and outlook calendars.



## **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

### **Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

### **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

### **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

### **Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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