



Role Profile

Job Title: Business Support Administrator	Grade/ Level: K	Post Number: AO
Directorate: Children's Services	Job Family: Business Support	Date Prepared: 24 January 2008 (reviewed January 2020)

Role reports to (Job Title):
Senior Early Help Hub Worker

Job Purpose:
Provide a high standard of administrative support to the Early Help Hub based at Wat Tyler House. Preparing letters and documents where required, creating contacts on Care Director and up keeping both Care Director and Capita, and carrying out any other administrative duties to support the team. To handle incoming queries from service users and other professionals from the Early Help inbox and the phone.

Key Accountabilities:

Customer Contact

- Answer queries received by telephone and writing as far as possible; signpost as appropriate or forward a message to a relevant colleague, recording on ICS/Capita One/Care Director as appropriate. Appropriately handling situations involving vulnerable clients and stressful situations with clients and members of the public.

Office Administration

- Management of the receipt, sorting, scanning and distribution of incoming and outgoing post.
- Photocopying, filing, scanning and saving documents to appropriate client files.
- Maintaining client files and management information.
- Arrange meetings as required.
- Taking, producing and distributing meeting minutes.
- Producing information packs as required.
- Producing letters for professionals and families with high attention to detail and high level of accuracy.
- Format reports.
- Create and maintain spreadsheets and collate data for statistical returns.
- Complete typing requests and inputting data accurately, checking with originator as required to check accuracy and correct spelling and grammar.

- Process documentation relating to staff in a timely manner including expense claims, timesheets, overtime claims, parking permits, starters and leavers, eye test claims.
- Overseeing the monitoring of stocks and ordering of supplies and equipment for the relevant teams.
- Support the administration of Health & Safety and fire safety policies and regulations.
- Act as a single point of contact for facilities management issues such as tackling the resolution of building faults, liaising with contractors etc.
- To undertake any other duties that can be accommodated within the grading level of the post as directed by the Senior Early Help Hub Worker.
- 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 whereabouts of staff.
- Maintain knowledge of current developments around use of information technology and communication systems.
- Use of Excel to create and maintain tracking information.

Supplementary Accountabilities:

Ability to cope with highly sensitive information and demonstrate resilience when dealing with difficult or challenging situations.

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 and data recording.

Job Scope: N/A

Number and type of jobs managed: Manage own Business Support workload

Typical tasks supervised/allocated to others: N/A

Job Scope: None

Budget: None

Assets: None

Knowledge and Experience:

Essential

- Educated to GCSE level or equivalent.
- One year's experience of working in a busy office environment.
- Experience of working in an administrative role using Windows based packages.
- Have a typing speed of at least 45 words per minute

Desirable

- GCSE at grade C or above in English and Maths.
- PC based word processing and data input experience
- 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.

Skills & competencies:

Essential

- Ability to cope with highly sensitive information.
- Able to work quickly and accurately to deadlines.
- Enthusiasm for the objectives of the Children Services Department.
- 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 word processing skills.
- 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.
- Prepared to learn new skills and process, and to help in other areas of the office.
- 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.

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.

Decision Making:

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

Advice taken from Senior Business Support, Senior Early Help Hub Worker, Team Manager, Assistant Team Manager, Service Managers, senior team members and team members. Ability to prioritise own workload, responding to conflicting pressures, with guidance. 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 or legal matters, 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 Children Services.

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.

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 and within a team and demonstrate initiative
- Manage a varied workload and keep to task (e.g. progress chase colleagues)
- Communicate effectively
- Ability to be proactive and present ideas for improvement in which the way the service is delivered on an ongoing basis.

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.

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 post holder.

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: