

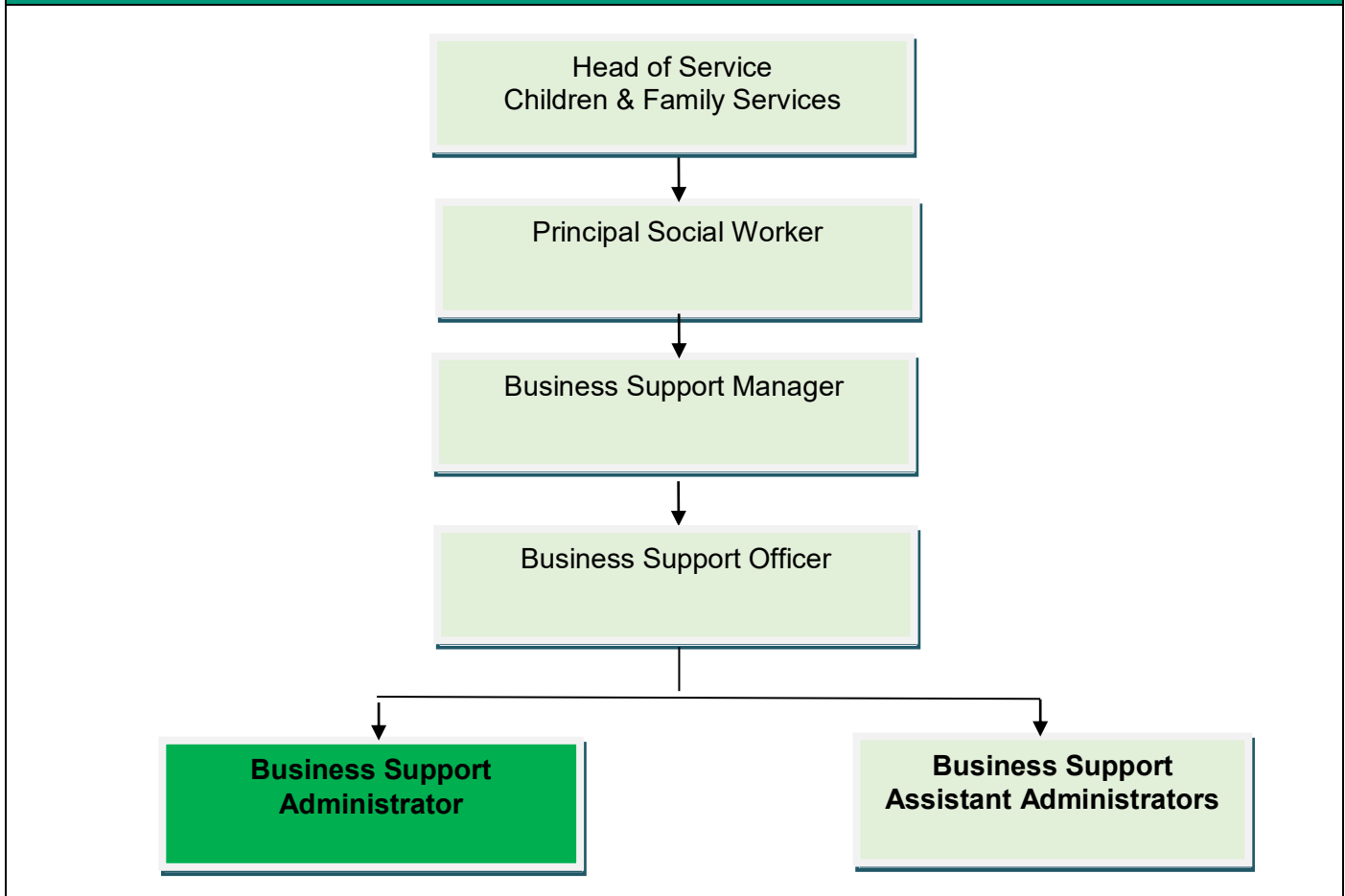
Job Description and Person Specification

Job title:	Business Support Administrator
Directorate:	Communities
Service:	Children and Family Services
Team:	Contact Advice and Assessment Service
Post number:	04320
Salary grade:	E
Work location:	West Point House
Reports to:	Business Support Officer
Supervises:	N/A

Job Purpose

To provide an administrative support service including additional financial responsibilities to support the work of Children and Family Services and its activities.

Structure Chart



Main Duties and Responsibilities

- To provide a consistent and reliable high quality administration service to Children and Family Services. Providing cover and support for other admin staff as required, and carrying out administrative duties including: photocopying; processing incoming and outgoing mail; collating; preparing and distributing paperwork for meetings and review; and other clerical tasks.
- Undertake tasks related to bookings of rooms, events and training programmes including maintaining records, providing information, booking venues, managing bookings and undertaking administrative preparation associated with events.
- Support service activities, including taking telephone calls, collection of post.
- Take accurate referral details and add them to the Children and Family Services database
- Maintain up to date records and database for the Team and support the production of reports.
- To manage and carry out invoicing tasks for the team and for the wider Children and Family Services via the Agresso system.
- Arrange meetings, prepare and distribute agendas and other documentation. To attend meetings and take notes as required including minutes of Strategy Meetings, Legal Planning meetings, Accommodation and Resource Panel, group supervisions etc as required.
- Contribute to the continuous improvement, performance and quality of the service.
- Maintain Petty Cash records.
- Ensure that actions taken by the post holder comply with Council policy.
- Undertake other duties appropriate to the post as required. This may include a range of tasks as the post holder will be part of a small team.
- To maintain supplies of office stationery and equipment, placing orders and processing invoices.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

- The post holder will work within the Children and Family services unit.
- The post holder will carry out a range of financial tasks including the maintenance of accurate Petty Cash records.
- The post holder will have contact with other staff in the Communities Directorate, in the Council, and other organisations.

Person Specification

Qualifications	Essential/ Desirable	Internal Use Only
GCSE grade C in English, Maths and ICT or equivalent	E	1
Qualification in administration or similar	D	1
Minimum of three years office experience including finance related tasks	E	2
Experience		
Experience of producing accurate data and documents	E	1
Experience of working in a multi- agency setting	D	1
Experience of working in a fast-paced administrative role	E	2
Experience of working in a customer-facing role	E	3
Experience of holding a petty cash float	E	4
Experience of working with payments and invoicing	E	5
Experience of minuting meetings	E	6
Knowledge and understanding		
Understanding of the local government environment	D	1
Knowledge of Children's Services	D	2
A basic understanding of the role of Safeguarding within WBC	D	3
Knowledge of social media applications including Twitter, Instagram etc	E	1
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Enjoy working as part of a team	E	3
Able to work with infrequent supervision	E	4
Prepared to accept responsibility	E	5
Excellent organisational skills	E	6
Excellent attention to detail	E	7
An excellent telephone manner	E	8
Work-related personal qualities		
Ability to prioritise and manage own workload	E	1
A friendly and approachable manner with customers	E	2
The ability to work as part of a multi-disciplinary team, positively contributing to the team and the wider Children and Family Service	E	3

Other work-related requirements		
Willingness to learn and be flexible	E	1
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	2
Is this post politically restricted?	No	n/a
Ability to work occasional flexible hours to meet the needs of the Service (e.g. evening meeting)	D	1