

Job Description



This authority has a responsibility for, and is committed to, safeguarding, and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

Post Title	Business Support Officer	Post No	P1921A
Directorate	Customer Experience and Corporate Support		
Division	Business Support		
Salary Band/Range	Band C £24,702 to £27,334 per annum. Incremental progression is subject to performance.		
Responsible to	Executive Support Manager		
Location	Endeavour House		
DBS Check	Not Applicable		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Special Conditions			

1. Job Purpose

To provide a comprehensive administrative support service to the Executive Support Manager and Business Support Manager. At all times the post holder will need to be professional, helpful, well organised, and enthusiastic.

2. Key Responsibilities

2.1 Main Duties

You will be responsible for the following duties:

- To provide a full administrative support to the team and wider business
- To support with facilitating customers and visitors, including Board members, to SCH, ensuring they are welcomed to SCH in a friendly and courteous manner and direct them appropriately
- To act as a key contact for all incoming telephone calls, taking clear messages and transferring to the appropriate person, announcing callers as identified
- Organise and maintain electronic filing systems ensuring confidentiality and compliance with SCH guidance on General Data Protection Regulations (GDPR) and Freedom of Information (FOI)
- Assist colleagues to produce documents, spreadsheets and presentations using Word, Excel, PowerPoint and other available software
- Communicate and liaise effectively both in writing and verbally with tenants, work colleagues, members of the public, external organisations and agencies
- Arrange meetings both face to face and via Teams, book meeting rooms and arrange catering/refreshments if appropriate to do so and be prepared to join meetings to take minutes

	<ul style="list-style-type: none"> • To produce and prepare meeting papers including preparing briefing materials and presentations • Raise purchase orders and process invoices within 30-day target • Perform general administration duties such as photocopying, scanning, managing e-mail inboxes and paper filing • Manage all enquiries/bookings for the community centres • Sort and log incoming post for the business and distribute to responsible person/service area • Franking and preparing outgoing post for Royal Mail collection and ensure that necessary records are maintained • Management of the online post system • Raise repairs as required for offices and community centres • Conduct monthly cleaning inspections for offices and community centres • Order and distribution of stationary supplies • Prioritise own workload to ensure all tasks are completed within required timescales • Such other duties as may be reasonably required from time to time <p>Customer Service</p> <ul style="list-style-type: none"> • To provide professional and effective services to internal and external customers, to meet customer expectations particularly in terms of quality and timeliness in line with the team's and SCH's vision and values. • To communicate courteously with internal and external customers by telephone, email and face to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time. • To speak positively and enthusiastically about the company and the services provided to ensure that a professional company image is maintained at all times to customers and colleagues. <p>Teamwork</p> <ul style="list-style-type: none"> • To work as part of a team to achieve the directorate and team performance standards. • To work together with other departments within the organisation.
2.2	People Management
	N/A
2.3	Safeguarding
	SCH is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.
2.4	Financial Management
	N/A
2.5	Buildings & Equipment
	Assist the Business Support Manager with any day to day issues concerning our office spaces and community halls
2.6	Health & Safety

	Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities.
2.7	Information Management
	As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR
2.8	Policies & Procedures
	The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

3.	Other Conditions
3.1	Mobility
	Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required.
3.2	Equal Opportunities
	SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.
3.3	Variations to Job Descriptions
	Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH I therefore retains the right to amend job descriptions to reflect changing requirements.
3.4	Training and Development
	SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.
3.5	Lean
	SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.
3.6	SCH Behavioural Framework
	SCH expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the SCH Behavioural Framework.

Compiled/Reviewed	Marie Fulbrook
Date:	July 2024

Person Specification



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METHOD OF ASSESSMENT (MOA) AF = Application form, T = Test, I = Interview

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	GCSE or equivalent Maths and English Language	NVQ 2 or equivalent in Customer Care	AF, I
	NVQ Level 3 in Business Administration or equivalent OR relevant work experience	RSA Typing or equivalent	AF, I

Skills & Abilities	Excellent customer care skills.		AF, I
	Excellent communication skills (oral and written)		AF, T, I
	Excellent interpersonal skills		I
	Time management skills, able to organise own day to day tasks and to prioritise time sensitive tasks		AF, T, I
	Experience of minute taking		AF, I
	The ability to work on own initiative and as part of a team		AF, I
	Problem solving skills and the ability to respond effectively to changing demands		AF, I

	Willing to work flexible hours as necessary		AF, I
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Experience & Knowledge	Experience of working in an office environment in an administrative role	Experience of organising conferences/events	AF, I
	Good keyboard skills – experience of using Microsoft Office e.g. Word, Excel Outlook, PowerPoint	Knowledge of Local Government/Housing	AF, T, I
	Experience of creating and maintaining information management systems	Experience of working with the public sector	AF, I
	Experience of working under pressure and to tight deadlines		AF, I
	Understanding of equal opportunities issues in employment and service delivery		AF, I
	Experience of providing hospitality		AF, T, I

Core Behaviours	Honest & Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions	Interview
	Excellence - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Achieving Together - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Respect and Trust - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview
	Transparency and Simplicity - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate	Interview

	clearly and concisely, ensuring that the message is understood by all.	
	Leadership - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

Other Requirements			
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