

## LONDON BOROUGH OF LEWISHAM JOB DESCRIPTION

<b>Designation:</b>	Business Support Officer	<b>Grade:</b>	Scale 4
<b>Reports To (Designation):</b>	Business Support, ContrOCC & Improvement Manager	<b>Grade:</b>	PO6
<b>Directorate:</b>	Community Services	<b>Section:</b>	Adult Social Care - Service Development & Improvement Unit

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### **Main Purpose Of The Job:**

To deliver high-volume, routine administrative tasks within Adult Social Care business support team and provide a comprehensive reception function as required in order to support the effective and efficient delivery of Council services.

To provide an efficient and effective reception service across the full range of the Council's services.

Within this role are a number of different portfolios within Lewisham Adult Social Care, and these are detailed at the end of this job description.

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### **Summary Of Responsibilities And Personal Duties:**

*The knowledge required to undertake these tasks will reflect the specific legislative, policy and operational requirements of individual services supported by the hub to which the postholder is allocated*

#### **General Administrative Support**

Receive, sort and distribute incoming and outgoing post (including via electronic systems)

File records in an accurate and timely fashion and maintain electronic or paper filing systems

Photocopy, fax and scan documents to ensure information can be distributed to intended recipients

Collate, print and distribute documents or materials as required

Support the organisation and delivery of events and training courses (including booking venues or catering and arranging travel/accommodation)

Support the organisation of staff visits, meetings and case conferences (including preparing papers and inviting attendees)

Take accurate notes at meetings or other events, ensuring confidentiality is maintained at all times

Manage basic internal queries and information requests (only referring more complex queries to team leaders)

Undertake a range of ICT and mobile phone requests, including arranging log-ons, training new staff, setting up user accounts, maintaining telephone and email lists, ordering hardware and updating web information

Raise Purchase Orders (PO's) and process invoices

Assist in the delivery of general office management tasks, including supporting Business Continuity and Health & Safety processes and maintaining corporate registers or contract lists

Collate information for complaints and Freedom of Information (FOI) requests

Undertake data collection from a variety of sources to support the provision of management information.

Support the organisation of induction and training sessions for new staff.

Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

## **Buildings & Premises Support**

Provide a comprehensive reception function across the Catford complex and at off-site locations, managing all enquiries in a sensitive, professional manner and giving due regard to Health & Safety and other relevant considerations

Issue stationery, supplies and other equipment (including service-specific items) when requested, following standard approval processes.

Receive deliveries and check goods received against purchase order forms

Maintain meeting rooms, storage spaces and public areas (including printers and scanners) ensuring compliance with Health & Safety requirements.

## **Service Specific Support**

Manage routine enquiries from customers via telephone, face-to-face, web or email in a sensitive, courteous and professional manner, either resolving the issue or referring it to a more senior colleague

Provide basic information on individual services, processes or legislation/procedures and signpost to other sources of information (including relevant officer or service)

Receive, log and process applications, referrals or contacts, ensuring that the correct information is obtained and recorded in relevant systems

Maintain and update customer information on systems and databases (including setting up cases)

Take payments from customers in accordance with Council financial regulations.

Arrange payments to customers via prepaid cards, BACS transfer or other mechanisms in accordance with Council financial regulations.

Obtain necessary customer documents and verify as required

Prepare cases, files and related documents for approval and review

Book appointments for customers using the Council's electronic room booking system

Produce and distribute public information materials

Book interpretation and translation services as requested (including liaising with provider)

Extract basic information from systems or databases and provide reports to managers as part of service, departmental, organisational or national reporting requirements

Undertake basic information searches when required (using the internet, intranet or other sources)

Provide basic project management support as requested

## **Other Duties**

Ensure that highly sensitive information is dealt with appropriately and the services is delivered in accordance with the principles of the Data Protection Act 1998

Work flexibly across the business support service to provide cover for other officers as required

Internal Contacts: Officers and managers from all services supported by hub, plus Information Management & Technology Service, Transformation and Development team etc

External Contacts: A range of suppliers for core council contracts, IT systems etc, voluntary sector

Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public

Assist in carrying out the Council's Environmental Policy within the day to day activities of the post

Undertake other duties, commensurate with the grade, as may reasonably be required

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

**Number of Fully Managed Staff:**

n/a

**Number of Partially Managed Staff:**

n/a

## PERSON SPECIFICATION

**JOB TITLE:** Business Support Officer

**DEPARTMENT:** Service Development & Improvement

**GRADE:** Scale 4

### Note To Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Equal Opportunities**

Commitment to implement the Council's Equal Opportunities policies	
Awareness of Equal Opportunities issues	

### **Knowledge**

Knowledge of administrative and business support processes	
Working knowledge of one or more of the core services supported by business support	<b>S</b>
Knowledge of the requirements relating to handling sensitive data and information, particularly in relation to the Data Protection Act 1998	<b>S</b>
Awareness of financial procedures and regulations	
Awareness of Health & Safety Regulations	
Understanding of good customer contact processes	<b>S</b>

### **Aptitude**

Ability to deliver a wide range of administrative, business support and customer contact processes	
Ability to work effectively under supervision, delivering allocated tasks and work priorities within a changing environment to meet deadlines on a day-to-day basis	
Able to maintain discretion with dealing with confidential information	
Ability to work on own initiative where appropriate, but identify when it is necessary to seek advice or refer any non-routine or more complex issues and queries to a senior officer	
Ability to liaise with both statutory and non statutory agencies	

## Skills

Confident user of ICT packages (Microsoft packages) and core business ICT systems (including but not limited to LCS/LAS, ContrOCC)	<b>T</b>
Effective verbal and written communication skills, with a good level of numeracy	
Well-developed customer care skills, including an ability to deal sensitively with a wide range of customers and maintain good relationships with internal or external partners (including suppliers and private sector organisations)	

## Experience

Demonstrable experience of providing a high-quality and comprehensive administrative service, delivering core business processes to agreed performance standards	<b>S</b>
Experience of dealing effectively with the public	<b>S</b>
Experience of working within a busy team	<b>S</b>
Experience in handling confidential issues in an effective manner	<b>S</b>

## General Education

Good standard of general education	
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## Personal Qualities

Flexible attitude to the needs of the service	
Responsive and customer-focused attitude, with a flexible approach to working as part of a team and a willingness to learn new skills	

## Circumstances

Able to attend meetings in the evenings; to work outside normal office hours and to work beyond minimum hours as and when required to achieve deadlines	
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**DBS Disclosure Required?**    **No**        **Basic**        **Enhanced**   

(Tick as appropriate – guidance available from your HR Advisor)

## Physical

Generally candidates must meet the standard Lewisham requirements for the post

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