

LONDON BOROUGH OF LEWISHAM

Job Description

Designation:	Business Resources Officer	Grade:	SC4
Reports to (Designation):	Business Resources Team Leader	Grade:	SO1
Directorate:	Community Services	Section:	Adult Learning Lewisham

Main Purpose of the Job:

- To offer a professional customer focused service, promoting a friendly environment to all visitors whilst maintaining exceptional levels of efficiency and effectiveness.
- To provide a HR administrative support function for ALL, including the processing of recruitment papers, actioning paperwork in relation to DBS checks, entering absence and monthly payroll adjustments using LBL systems and processes.
- To provide general administrative support and customer care to customers and staff.
- To administer Learner Support funds in line with Data Protection and funding body guidelines.

Summary of Responsibilities and Personal Duties:

Monetary Management

- To be responsible for the handling of cash in accordance with the Council's financial procedures and as directed by the Business Resources Team Leader.
- To be responsible for handling enrolment fees, café takings and sundry payments on a daily basis and adhere to banking procedures including preparation of banking sheets and banking collections.
- To be responsible for petty cash handling within the team and to administer the funds in accordance with the Council's financial procedures.
- To be responsible for security of all monies held in the site safe as a key holder.

Information Management

- To carry out administrative tasks related to learner and tutor data held within the central MIS system.
- To comply with all ALL's systems and procedures necessary to ensure accurate, complete and robust data is collected and maintained for all of the provision with adherence to Data Protection legislation and funding body guidelines.
- To complete requests for reconciliation of data ensuring they are completed promptly and accurately as required.

Customer Services

- To adhere to ALL's positive commitment to inclusivity and equal opportunities for all users at all times.
- To provide a warm welcome for visitors to the centre, dealing with all enquiries in a professional and efficient manner.
- To ensure that the Business Resources area and learner centred notice boards are maintained in a visually attractive and tidy manner that complies with ALL's health and safety standards.
- To assist service users to complete enrolment forms as required and to ensure they are uploaded onto the enrolment system accurately and as efficiently as possible. To ensure that Data Protection regulations are adhered to at all times.

- To deal with complaints from customers, clients, staff or the public promptly and in accordance with the Council's complaints procedures.

Enrolment General HR and Payroll Administration

- To process enrolments and maintain learner records in accordance with the funding body's guidelines.
- To provide administrative and telephony services within Business Resources, dealing with enquiries and transactions as necessary. To complete day to day routine office duties, including photocopying, filing, distribution of post, learner queries, transfers and tutor enquiries some of which will be confidential.
- To process monthly pay adjustments and monitor sickness absence returns under the direction of the Business Resources Team Leader.
- To facilitate the academic recruitment process including processing paperwork on behalf of the Interview Panel, carry out pre appointment requirements e.g DBS checks and to prepare contracts for tutors
- To contribute to the efficient operation of the Business Resources function in reviewing and updating Business Resources and Support Services team procedures, forms and information, held either in document format or on the electronic systems.
- To assist learners with their Support Fund applications ensuring that all appropriate documentation is provided, issuing travel payments and monies as required.
- To ensure that accurate data is provided to Payroll regarding tutor pay claims. To administer tutor pay claims in accordance with the processes in place, liaising with Lewisham Payroll Team as appropriate. To deal with tutor pay and pension queries, liaising with specialist teams as required.

General

- To undertake appropriate, continuing professional development. To attend relevant or internal meetings as required. To ensure that all activities undertaken are in line with ALL's commitment to safeguard and promote the welfare of the organisation's learners and vulnerable adults.
- To promote by consistent example, both internally and externally, the philosophy, values and behaviours outlined in ALL's vision, mission and values statement. To carry out the duties of the post with due regard to the Council's Equal Opportunities Policies and Core Values.
- To assist in carrying out the Council's Environmental Policy within the day to day activities of the post. To ensure Health and Safety policies, practices and legislation are complied with and that safe working practices are adopted at all times. Other duties commensurate with the post.

Grade and numbers of immediate subordinates:	0
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Number of staff supervised by this officer:	0
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Job Description/Post No:

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

PERSON SPECIFICATION

Job Title:	Business Resources Officer	Post No:	
Directorate:	Community Services	Grade:	SC4

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. **S1**

Knowledge

- Knowledge of Data Protection legislation and commitment to confidentiality as applicable to this post. **S2**
- Good knowledge of positively handling complaints from customers, clients, staff or the public. **S3**
- Detailed understanding of providing information, advice and guidance or support to customers and the public and of customer care practices. **S4**
- Detailed understanding of good office practice, including record keeping. **S5**
- Knowledge of SFA and other adult funding streams. **S6**

Aptitude

- A strong commitment to, and ability to deliver, the importance of first-class internal and external customer care.
- Ability to deal with sensitive issues using tact, discretion and diplomacy.
- Able to plan and prioritise workloads, often with conflicting demands, to ensure deadlines are met.
- Able to work with a minimum of supervision.
- Decisiveness and able to act promptly under pressure.
- High levels of credibility which inspires professional confidence.

Skills

- Good analytical skills in the area of information management and use of data.
- Ability to solve problems and think creatively using own initiative.
- An ability to remain calm in emergencies.
- Numeracy with ability to compile information and statistics.
- Outstanding organisational and administrative skills.
- Excellent interpersonal skills and ability to establish good working relationships with colleagues and members of the public.

- Communicates well, both verbally and in writing, including draft correspondence.

Experience

- Experience of collecting and handling all monies from customers. **S7**
- Experience of maintaining a professional image of the organisation at all times. **S8**
- Experience of organised administrative work or in a customer services role, including filing and routine correspondence, using and updating administrative systems and processes. **S9**
- Experience of proficient use of Microsoft Office applications, including Excel and Outlook and of using database systems, preferably for enrolment. **S10**

Personal Qualities

- Committed to learning and changing people's lives through education.
- Confident in own abilities to deal with immediate problems.
- Confident with data and analysis of information.
- Discretion when dealing with confidential information.

Circumstances

- The post holder will be required to attend appropriate meetings on a regular basis.
- Due to the level of responsibility the post holder must be able to deal effectively with the pressure and stress associated with this position.
- The post holder is required to be flexible in their work pattern. This may involve varying their hours from time to time, some evening and weekend work, and working at different sites around the Borough. **S11**

Physical

- Generally candidates must meet standard Lewisham requirements for the post.