

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Business Support Officer	Grade:	Scale 4
Reports to (Designation):	Team Manager	Grade:	PO1-PO4
Directorate:	Adult Social Care	Department:	Internal Provider Service – Day Opportunities

Main Purpose of the job:

To deliver high-volume, routine administrative tasks within the Internal Provider Service as part of Adult Social Care and provide a comprehensive reception function as required to support the effective and efficient delivery of Council services.

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 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 always maintained

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 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 contact 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, health, safety and security, confidentiality and data protection (GDPR), reporting all concerns to an appropriate person.

Buildings & Premises Support

Provide a comprehensive reception function within the Mulberry Centre, 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

Manage bookings for rooms at the Mulberry Centre

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 2018.

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

Internal Contacts: Officers and managers from all services supported within Ladywell or Mulberry, D2A, Finance, Property Services, colleagues within the Internal Provider service.

External Contacts: A range of suppliers for core council contracts, IT systems etc, voluntary sector, users of the centres, relatives, community groups, NHS colleagues

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

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

Grade: Scale 4

Department: Adult Social Care

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. Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and 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.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Knowledge	
Knowledge of administrative and business support processes	S
Working knowledge of one or more of the core services supported by the post	
Knowledge of the requirements relating to handling sensitive data and information, particularly in relation to the Data Protection Act 2018	T
Understanding of good customer contact processes	S
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 today basis	
Able to maintain discretion when 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	
Skills	
Skills can only be used as shortlisting criteria if the skill is to be tested	(To Be Tested – T)
Confident user of ICT packages (Microsoft packages) and core business ICT systems including IAS.	T
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	S
Experience of dealing effectively with the public	S
Experience of working within a busy team	S
Experience in handling confidential issues in an effective manner	
General Education	
Good standard of general education	
Personal Qualities	
Ability to take initiative and problem solve	
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 work beyond minimum hours as and when required to achieve deadlines	
Physical	
Generally, candidates must meet the standard Lewisham requirements for the post. If you are a person that lives with disabilities 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 requirements.	

DBS Disclosure Required **Basic** **Standard** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)