LONDON BOROUGH OF LEWISHAM JOB DESCRIPTION

Designation: Business Support Officer **Grade:** Scale 4

Reports To (Designation): Business Support Team Leader Grade: **Po1-Po4**

Directorate: Children & Young People **Section:** Children's Social Care

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Main Purpose Of The Job:

To provide customer-focused, efficient and effective administrative and clerical support to the Children's Social Care workforce, including providing a reception service where required.

To deliver high-volume, routine administrative tasks as required in order to support the effective and efficient delivery services within Children's Social Care.

To help facilitate office organisation and communication within social work teams and across the Children's Social Care division.

To support the accuracy, maintenance, and development of data and information systems in response to changing needs and to ensure effective implementation and review.

Summary Of Responsibilities And Personal Duties:

The knowledge required to undertake these tasks will reflect the specific legislative, policy and operational requirements of Children's Services and the individual services the postholder is designated to support.

General Administrative Support

Receive, sort and distribute incoming and outgoing post (including via electronic systems) for the division.

File records in an accurate and timely fashion and maintain electronic or paper filing systems using key systems such as LCS, EHM, ContrOCC.

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

Collate, print and distribute documents or materials as required or requested by the team.

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

Support the organisation of statutory visits, meetings and case conferences (including preparing papers, inviting attendees, booking travel).

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 Managers or Team Leaders)

Undertake a range of ICT and mobile phone requests, 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 within the department, 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 in support of Team Managers and Service Managers.

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

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

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 as and when required, within Laurence House, and at other Children's Social Care delivery sites within the borough, 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 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.

Create, maintain and update customer information on systems and databases using key systems such as LCS, EHM, ContrOCC.

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 for relevant procedures.

Prepare cases, files and related documents for approval and review

Book appointments for customers using the Council's electronic room booking system and other systems.

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 service is delivered in accordance with the principles of the Data Protection Act 1998 and General Data Protection Regulations 2018.

Work flexibly within teams and across the business support Hub to provide cover for other officers as required.

Internal Contacts: Officers and managers from all services supported by Children's Social Care Business Support Hub, plus Information Management & Technology Service, Transformation and Development, Human Resources etc.

External Contacts: A range of suppliers for core council contracts, IT systems, public, health agencies, police, voluntary sector etc.

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: Children's Social Care **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	**S**

Knowledge

Knowledge of administrative and business support processes	**S**
Working knowledge of business administration in the public sector	**S**
Working knowledge of one or more of the core services supported by the relevant business support hub	**S**
Knowledge of the requirements relating to handling sensitive data and information, particularly in relation to the Data Protection Act 1998 and General Data Protection Regulations 2018	**S**
Awareness of financial procedures and regulations	
Awareness of Health & Safety Regulations	
Understanding of good customer service provision	**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 to-day basis	
Able to maintain discretion with dealing with sensitive and/ or 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

Good ICT skills including spreadsheets, databases and word processing	**S**
Confident user of ICT packages (Microsoft packages) and core business ICT systems (including but not limited to EHM, LCS SharePoint)	
Effective verbal and written communication skills, with a good level of numeracy	**S**
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)	**S**
Well-developed organisational and time management skills	

Experience

Demonstrable experience of providing a high-quality and comprehensive administrative service, delivering core business processes to agreed performance standards	**S**
Demonstrable experience of dealing effectively with the public face to face, by telephone and via web enquiries	**S**
Experience of working within a busy team	
Experience in handling confidential issues in an effective manner	**S**
Experience in working within a pressurised environment, prioritising and organising conflicting workloads	**S**
Experience of liaising effectively with both statutory and non-statutory agencies	

General Education

Good standard of general education	

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	

Physical

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