

LONDON BOROUGH OF LEWISHAM JOB DESCRIPTION

Designation:	Business Support Officer	Grade:	Scale 4
Reports To (Designation):	Head of Resilience	Grade:	SMG1
Directorate:	Chief Executives Directorate	Section:	Law and Corporate Governance

Main Purpose Of The Job:

To deliver high-volume, routine administrative tasks within the Law and Corporate Governance division as required, in order to support the effective and efficient delivery of council services.

Summary Of Responsibilities And Personal Duties:

General Administrative Support

1. Provide general administrative support directly to the Council's Director of Law & Corporate Governance.
2. Receive, sort and distribute incoming and outgoing post (including via electronic systems)
3. File records in an accurate and timely fashion and maintain electronic or paper filing systems
4. Photocopy, Email and scan documents to ensure information can be distributed to intended recipients
5. Collate, print and distribute documents or materials as required
6. Support the organisation and delivery of events and training courses (including booking venues or catering and arranging travel/accommodation)
7. Support the organisation of staff visits, meetings and case conferences (including preparing papers and inviting attendees)
8. Take accurate notes at meetings or other events, ensuring confidentiality is maintained at all times
9. Manage basic internal queries and information requests
10. 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
11. Raise Purchase Orders (PO's) and process invoices
12. Assist in the delivery of general office management tasks, including supporting Business Continuity and Health & Safety processes and maintaining corporate registers or contract lists
13. Collate information for complaints and Freedom of Information (FOI) requests

14. Undertake data collection from a variety of sources to support the provision of management information.
15. Support the organisation of induction and training sessions for new staff (within services and the corporate business support service)
16. 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

1. Issue stationery, supplies and other equipment (including service-specific items) when requested, following standard approval processes.
2. Receive deliveries and check goods received against purchase order forms
3. Maintain meeting rooms, storage spaces and public areas (including printers and scanners) ensuring compliance with Health & Safety requirements.
4. Support routine checks and maintenance of kit and equipment managed by the services.

Service Specific Support

1. 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
2. Provide basic information on individual services, processes or legislation/procedures and signpost to other sources of information (including relevant officer or service)
3. Receive, log and process applications, referrals or contacts, ensuring that the correct information is obtained and recorded in relevant systems
4. Maintain and update information on systems and databases (including setting up cases)
5. Coordinate the scheduling and maintenance of staff rotas.
6. Arrange payments via BACS transfer or other mechanisms in accordance with Council financial regulations.
7. Obtain necessary customer documents and verify as required
8. Prepare cases, files and related documents for approval and review
9. Extract basic information from systems or databases and provide reports to managers as part of service, departmental, organisational or national reporting requirements
10. Undertake basic information searches when required (using the internet, intranet or other sources)
11. Provide basic project management support as requested

Other Duties

1. Ensure that highly sensitive information is dealt with appropriately and the services are delivered in accordance with the principles of the Data Protection Act 1998
2. Work flexibly across the business support service to provide cover for other officers as required

Internal Contacts: Officers and managers from all services.

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

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:

Nil

Number Of Partially Managed Staff:

Nil

PERSON SPECIFICATION

JOB TITLE: Business Support Officer

DEPARTMENT: Law & Corporate Governance

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	
Knowledge of the requirements relating to handling sensitive data and information, particularly in relation to the Data Protection Act 2018	S
Awareness of financial procedures and regulations	
Awareness of Health & Safety Regulations	
Understanding of Council processes	S

Aptitude

Ability to deliver a wide range of administrative and business support services	
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	
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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 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	S

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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