

## **LONDON BOROUGH OF LEWISHAM JOB DESCRIPTION**

<b>Designation:</b>	Senior Business Support Officer	<b>Grade:</b>	Scale 6
<b>Reports To (Designation):</b>	Business Support, ContrOCC & Improvement Manager	<b>Grade:</b>	PO6
<b>Directorate:</b>	Adult Social Care & Health	<b>Section:</b>	Adult Social Care - Service Development & Improvement Unit

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

To deliver a wide range of both routine and more complex administrative tasks within the Adult Social Care Business Support Team in order to support the effective and efficient delivery of Council services.

Provide on-going support and guidance to Business Support Officers.

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

#### **General Administrative Support**

Support, guide and mentor Business Support Officers on all aspects of the work, including providing input into the appraisal process as required.

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.

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

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

Take accurate minutes at meetings, panels or other events (including more complex or sensitive situations such as Safeguarding, Human Resource related and Court ordered meetings), ensuring confidentiality is maintained at all times. This will include virtual and in-person meetings, in various internal and external locations, for example Laurence House, Civic Suite, Care Homes, Client Home, GP Practice, etc.

Support the maintenance of records and monitoring for service budgets and contract registers.

Manage all internal queries and information requests (only referring more complex queries to line manager).

Undertake a range of ICT and mobile phone requests, including ordering hardware and updating the tracking spreadsheet.

Perform basic troubleshooting for Microsoft Office, line-of-business systems and MFDs, logging with IT when required.

Raise Purchase Orders (PO's) and process invoices and to be responsible for authenticating invoices and payments in accordance with the Council's financial procedures and regulations.

Undertake general office management tasks, including supporting Business Continuity and Health & Safety processes, completing Display Screen Equipment (DSE) or other risk assessments and maintaining corporate registers or contract lists.

Research and collate information for complaints and Freedom of Information (FOI) requests liaising with staff and managers to ensure that deadlines are met.

Contribute to the induction and training of new Business Support staff.

Work flexibly across the team to provide cover for other officers as required.

### **Buildings & Premises Support**

Order and issue stationery, supplies and other equipment (including service-specific items) when requested, following standard approval processes and ensure the safe and secure storage of items.

Receive deliveries and inform the person who made the order.

### **Service Specific Support**

Manage both routine and more complex enquiries from internal and external customers via telephone, face-to-face, or email in a sensitive, courteous and professional manner, resolving the majority of issues, referring on to the line manager when necessary.

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

Maintain and update service user data on systems and databases.

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

Undertake both basic and more complex information searches when required (using the internet, intranet or other sources).

Provide project management support as requested.

Use the corporate credit card to make purchases as requested and approved by line manager. Record all purchases on tracking spreadsheet and review and reconcile purchases monthly ensuring each transaction is allocated to the correct accounting codes.

Process document redactions using specific software as requested for Subject Access Requests etc.

Process, manage and log minor adaptation requests including the processing of related invoices.

Process, manage and log staff Oyster card requests. Audit Oyster card usage monthly.

Internal Contacts: Officers and managers from all services supported by ASC Business Support, plus IT, Office Services, Finance etc.

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

## **Other Duties**

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 Corporate Appraisal Scheme 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: 0**

**Number Of Partially Managed Staff: 0**

## PERSON SPECIFICATION

**JOB TITLE:** Senior Business Support Officer

**DEPARTMENT:** Community Services

**GRADE:** Scale 6

### 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**

Excellent understanding of the organisation, management and control of administrative, business support and customer contact processes	S
Working knowledge of one or more of the core services supported by the Business Support team.	S
Good working knowledge of the requirements relating to handling sensitive data and information, particularly in relation to the Data Protection Act 1998	S
Knowledge of financial procedures and regulations	
Good knowledge of customer service provision	
Working knowledge of Health & Safety in the workplace	

### **Aptitude**

Ability to effectively develop and implement a wide range of administrative, business support and customer contact processes	
Ability to research information and produce accurate management information in a range of formats.	
Ability to work with minimal supervision, planning and organising a varied workload within a changing environment to meet tight deadlines on a day	
Able to maintain discretion with dealing with confidential information	

## Skills

Excellent ICT skills including spreadsheets, databases, word processing.	
Confident user of core business ICT systems (including but not limited to Microsoft packages)	
Excellent verbal and written communication skills, with a good level of numeracy	
Highly 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 (within the public, private and voluntary sectors)	
Highly developed organisational and time management skills	

## Experience

Good demonstrable experience of providing a high-quality and comprehensive administrative service, delivering core business processes to agreed performance standards	S
Good demonstrable experience of producing high-quality minutes	S
Experience of working within a team	
Experience of mentoring, guiding and training other staff	S
Good demonstrable experience in handling contentious and 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	
Experience of working on own initiative, but identifying when it is necessary to seek advice or refer on to a senior officer any highly complex or contentious issues	

## General Education

Good standard of general education	
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## Personal Qualities

Responsive and customer-focused attitude to work	
Flexible approach to meeting the needs of the service 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 when required to achieve deadlines	
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**DBS Disclosure Required?**    **No**    ☐    **Yes**    ☒