

Job Description

Job Title	Specialist Business Support Officer
Grade	Band E
Reporting To	Manager of Band F or above
JD Ref	BUS0150G

Purpose

Work collectively with colleagues across Children's Services to ensure Children's Services is making Wirral great for children, young people and their families and to promote an ethos of a high level of customer service to all key stakeholders, partners and clients. Provide efficient administrative support and be responsible for, in accordance with corporate policies, administrations of financial reporting, collation of information, communications and auditing procedures in support of the delivery of statutory requirements across the service.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Provide informal, on the job, training, professional support and guidance to administrative staff across the service.
- Assist in the development of the administration staff key skills and abilities through sharing expertise and knowledge with others. Recognising own strengths and areas of expertise and use these to advise and support others.
- Contributing to and assisting in the delivery of effective marketing and promotion strategies for the service, including organisation of events, conferences and information networks.

Data Analysis and Decision-Making:

- Take a lead role in data capture and reporting.
- Support in maintaining accurate financial records to aid service management financial planning, forecasting and expenditure.

Performance Management:

- Responsible for the development, operation and delivery of comprehensive administration support across the service, ensuring deadlines are met and tasks are completed to a high standard, inclusive of minute taking.

Compliance:

- Oversee procurement operations and be responsible for compliance of auditing procedures, reporting any financial risks to service management.
- Responsible for developing and updating electronic and paper systems for filing of stored data.
- Support with recruitment processes including safer recruitment requirements e.g. DBS/reference requests, coordination of interview schedules, induction, performance management, training and mentoring systems for staff across the service.
- Responsible for securing appropriate licences, insurances, service contracts and operational procedures.
- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Minute take events and meetings, incorporating previous minutes (where relevant within SFEP principles, and to support inputting into plans/ identify red, amber and green cases). In addition, sending invites, preparing and inputting into agendas and associated papers, booking and setting up relevant rooms, circulating minutes and coordinating refreshments, and progressing follow up actions. Ensuring that all minutes of meetings are completed and distributed in line with relevant policies and procedures.
- Where relevant, support with the management of facilities.
- Key holder responsibilities.
- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Educated to GCSE standard or equivalent, inclusive of Business Administration, or equivalent experience.
- Numeracy and Literacy (GCSE level or equivalent) or equivalent experience.

Desirable

- Advanced qualifications, for example IT, databases and software. NVQ Level 2/3 Business Administration / Customer Care or equivalent training/qualification in administration, finance and budget management.



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Knowledge & Skills

- Data protection, working with sensitive data and information sharing protocols.
- Excellent numeracy, literacy, I.T. and communication skills (including keyboard skills)
- Competent in relevant Microsoft packages
- Knowledge of Health and Safety at work principles
- Ability to converse effectively orally and in writing with colleagues, agencies and members of the public and provide clear advice.
- Good time management and ability to prioritise workload to meet the demands of the service.

Desirable

- Knowledge of Local Authority Financial Procedures.
- Knowledge of children's services policy and procedures.
- Knowledge of services available to children and young people.
- Ability to assist in the production of statistical information.
- Knowledge of Health and Safety at work principles

Experience

- In procurement processes
- Working with information and providing reports.
- Working with a range of databases and information systems.
- Experience of Business Administration functions and applications.
- Ability to work independently.
- Diary management experience
- Ability to meet deadlines and work effectively under pressure.
- Ability to resolve issues proactively.

Desirable

- Supervision of staff
- Working with a range of internal and external partners.
- Awareness of operational issues and pressures.
- Auditing procedures
- Setting up and maintaining manual and computerised systems for example via Excel spreadsheets, Access, Word, PowerPoint and other generally used Microsoft Office products.
- Experience of customer care and the importance of this.

Special Requirements

- Good understanding of Confidentiality.
- Ability to work flexibly to meet the demands of the service.
- Deal with listening to and taking down details about complex and sometimes distressing/abusive situations relating to the safeguarding of children whilst remaining professional in approach.



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Desirable

- Good understanding of Data Protection and Information Sharing Protocol.

Additional Information

The ability to work flexibly across the borough to meet delivery requirements of Children's services.

Ability to work both independently and as part of a team.

Flexible approach to working in an office with a wide range of duties.

This document should be viewed in combination with the Service Level Agreement for the area within which the post holder is operating.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Approved By: Head of Service

Date Of Approval: 18.02.2020



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