

Job Description

Job Title:	Business Support Officer
Directorate	Children and Young People's Service
Service Area	Education
Grade	5
Competency Level	1
Salary	£28,770 - £33,024
Job Type	Hybrid
Location	Parklands Customer Focus Centre
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A7334

Job Purpose

To provide business support to the Educational Psychology Service.

Directly Responsible For:

To support a team of Educational Psychologists and Assistant Educational Psychologists delivering a traded and statutory service for children and young people in Liverpool.

Directly Responsible To:

Principal Educational Psychologist

Main Areas of Responsibility:

- To provide high quality business support to the Educational Psychology Service, including processing and distributing reports/advice/correspondence, updating IT systems and maintaining pupil folders
- To distribute and manage service level agreements, invoices and traded allocations to Educational Psychologists
- To respond to customer queries and requests
- To manage the commissioning of services, including carrying out data checks, processing exemptions and setting up limit orders
- To be responsible for minute taking and follow up work from team meetings to include circulation of minutes, inform relevant parties of outcomes and undertake any additional follow up work required, this includes providing appropriate materials in preparation of team meetings, training delivery and other activity associated with the team
- To assist the service in any recruitment and resource management for the team, this will include maintaining inventory of assessment material and/or resources, through the raising of purchase orders to maintain a minimum level of service delivery and being the point of contact
- To assist in the recruitment for new starters within the ECP service
- To lead on the induction of new starters advising on LCC policies and procedures and specific procedures within the ECP service including setting up on IT systems
- To be the communication lead for the service. This includes all customer facing activity such as managing telephone enquiries, published materials and sharing of LCC branded information. Promote the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- To oversee individual service accounts including keeping accurate records to track spending and income for all transactions, preparing balance sheets, processing invoices, preparing termly and annual financial reports, and assist with budget preparation/analysis and when appropriate liaise and communicate with Childrens Finance Team

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

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carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Relevant qualifications in literacy and numeracy GCSE A–C or equivalent (A,I)

Desirable

- Evidence of current and continuous professional development
- An appropriate qualification in ICT, for example ECDL
- Successful completion of or a commitment to undertake SAP training

Experience

Essential

- Experience of providing administrative and data support as part of team working (A,I)
- Experience of dealing with queries, ensuring highest quality standards in terms of professional practice and maintaining confidentiality (A,I)

Desirable

- Experience of financial systems (e.g. SAP)
- Recent experience of working within an educational or social care environment

- Experience of administering local authority panels
- Experience of working as part of a team including multi-agency teams
- Experience of providing support at meetings, courses and conferences and associated functions
- A general knowledge and understanding of current relevant legislation, policy and working practices regarding to education

Skills/Abilities

Essential

- Proficient in all aspects of IT including the Microsoft Office Suite, Intranet and the Internet (A,I)
- Ability to work regularly under pressure for periods of time i.e. during team meetings, finance surgeries and other required meetings (A,I)
- Evidence of good oral and written communication skills, using high standards of literacy and numeracy (A,I)
- Ability to work as part of a team, but also to work under own initiative with minimal supervision (A,I)
- Ability to work effectively to timescales and to meet strict deadlines (A,I)
- Good organisational skills, ability to use initiative and implement time management strategies based on prioritising tasks following leadership guidance (A,I)
- Ability to liaise professionally with staff at all levels and to communicate effectively with members of the public, headteachers and other senior leaders (A,I)

Desirable

- Ability to undertake purchasing and invoicing within Council policies and procedures

- Ability to efficiently co-ordinate data collection and perform analysis, presenting that analysis clearly and concisely, for a range of client groups, in a range of formats as appropriate
- Awareness of Data Protection and confidentiality

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to the City Council's Equal opportunities Policy
- A commitment to the local authority's policy on Inclusion
- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users/partners
- Act, at all times, with integrity, honesty and respect for others, promoting diversity, equality of opportunity and challenging unfair discrimination
- To practise and promote equality of opportunity and non-discriminatory practice

Other

Essential

- A positive attitude towards personal development and training (A,I)
- A willingness to travel across Liverpool to educational or home settings to support meetings and/or training events when required (A,I)