



| Job description        |                                          |                      |             |
|------------------------|------------------------------------------|----------------------|-------------|
| <b>Job title</b>       | Business Support Assistant               |                      |             |
| <b>Grade</b>           | C – E (bar at top of C& D)               |                      |             |
| <b>Service/team</b>    | Democratic Services and Business Support |                      |             |
| <b>Accountable to</b>  | Business Support Officer                 |                      |             |
| <b>Responsible for</b> | not applicable                           |                      |             |
| <b>JE Reference</b>    | A3896<br>A3897<br>A3898                  | <b>Date Reviewed</b> | August 2022 |

## Purpose of the Job

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To deliver efficient administrative, financial, and customer service support across the Council, contributing to the achievement of service objectives by working flexibly across different areas. This includes providing support during peak periods to high-demand service as required.

To undertake appropriate training relevant to your grade to ensure that service needs are effectively met

To meet the Council's values and priorities, in undertaking the main duties and responsibilities the post holder will be expected to display the relevant competency attributes for the role at the appropriate scale as outlined.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

### GRADE - C

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| <b>FINANCIAL PROCESSING</b> <ul style="list-style-type: none"> <li>• Raise requisitions on request</li> <li>• Forward invoices for payment</li> <li>• Confirmation of delivery/receipt of goods or services received</li> <li>• Adhere to financial regulations.</li> <li>• Simple query resolution.</li> </ul> |
| <b>IT - MICROSOFT PACKAGES</b> <ul style="list-style-type: none"> <li>• Working knowledge of Outlook.</li> <li>• Accurate input of prepared data into Excel spreadsheets.</li> </ul>                                                                                                                            |



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| <ul style="list-style-type: none"><li>• Modify and use standard letters and preformatted documents in Word as required.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>COMMUNICATION / CUSTOMER CARE</b> <ul style="list-style-type: none"><li>• Handling calls in relation to own work/role/team</li><li>• Perform receptionist duties, greeting and receiving clients and visitors, handling cash as required.</li><li>• Book and source rooms on request.</li><li>• Accurate message taking in absence of staff and timely notification to appropriate recipient as appropriate</li></ul>                                                                                                                                                                                                                |
| <b>FILING - ELECTRONIC &amp; MANUAL</b> <ul style="list-style-type: none"><li>• Undertake electronic filing duties as instructed.</li><li>• Creation of new files as required, in recommended format.</li><li>• Ensure filing adheres to KMBC records management and clear desk policy.</li><li>• Ability to navigate SharePoint to access and store information.</li></ul>                                                                                                                                                                                                                                                             |
| <b>NOTE TAKING</b> <ul style="list-style-type: none"><li>• Note taking at low level meetings as required</li><li>• Circulation of accurate notes taken to relevant parties, as required.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>POST DISTRIBUTION</b> <ul style="list-style-type: none"><li>• Open, date stamp and log (where appropriate) all incoming correspondence daily.</li><li>• Ensure all outgoing mail is processed accordingly.</li><li>• Distribution of incoming mail, in accordance with procedures and timescales or as otherwise request</li></ul>                                                                                                                                                                                                                                                                                                   |
| <b>RECORD KEEPING &amp; INFORMATION MANAGEMENT</b> <ul style="list-style-type: none"><li>• Accurate data input relating to generic or Team specific processes including service wide or local management information systems.</li><li>• Transfer information from 'Client Reconciliation Sheet' and record in appropriate format e.g., manual data to electronic.</li><li>• Comply with information security protocols and in compliance with the General Data Protection Regulations.</li><li>• Check relevant documentation in relation to service areas</li><li>• Follow procedure for the disposal of confidential waste.</li></ul> |
| <b>MANAGEMENT INFORMATION SYSTEMS</b> <ul style="list-style-type: none"><li>• Ability to look up for checking and information gathering.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>EVENT CO-ORDINATION</b> <ul style="list-style-type: none"><li>• Source and book internal venues and refreshments for meetings as required.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>IMPREST ACCOUNTS</b> <ul style="list-style-type: none"><li>• Accurate and timely record keeping of transactions using the relevant systems.</li><li>• Compliance with financial procedure rules and Council policy.</li><li>• Simple query resolution.</li></ul>                                                                                                                                                                                                                                                                                                                                                                     |

**COVER**

- Provide support to other areas of the organisation at times of peak demand i.e., postal votes, elections support, inspections etc.

**GRADE - D All Grade C competencies plus:****FINANCIAL PROCESSING**

- Accurate payment of invoices
- Perform year end duties as required.
- Contact and arrange quotes for providers.
- Thorough knowledge of financial regulations.
- Raise Sundry Debtors items in compliance with financial processes.

**IT – MICROSOFT PACKAGES**

- Arrange meetings via Outlook; create distribution lists and all associated functions.
- Create Mail Merge's.
- Create simple Excel spreadsheets
- Type and format accurate, complex reports to a high standard.
- Creation of simple PowerPoint slides to display information. .
- Good working knowledge of additional service specific systems, packages, and web-based applications.

**COMMUNICATION / CUSTOMER CARE**

- Accurate message taking in absence of staff and timely notification to appropriate recipient.
- Thorough knowledge to redirect callers appropriately.
- Can actively decide level of importance of calls and acts appropriately, e.g., escalation of calls rather than message taking when appropriate.
- Awareness of the area responsibilities and can redirect queries accordingly.
- Production of service specific written correspondence to customers/clients/partners.
- Assist with queries from colleagues, external agencies and members of the public as required.

**FILING – ELECTRONIC & MANUAL**

- File management and retention in conjunction with Service.
- Accurate indexing of scanned documents in accordance with process and procedures.
- Use of SharePoint as preferred method for document storage and ability to create logical document files and libraries.

**NOTE TAKING/MEETING SUPPORT**

- Accurate and timely distribution of agendas, documents, and information as required.
- Note take at service specific meetings and those involving third parties/service users/outside agencies, as required.
- Circulation of accurate minutes taken to relevant parties in accordance with required timescales.



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| <ul style="list-style-type: none"><li>• Updating and maintaining action plans and tracking systems required.</li><li>• Effective preparation for attending statutory service meetings and panel meetings.</li><li>• Sourcing and notification of meetings ensuring the correct parties attend if required.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>POST DISTRIBUTION</b> <ul style="list-style-type: none"><li>• Demonstrate to other staff the scanning process and distribution of electronic mail.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>MANAGEMENT SUPPORT FUNCTIONS</b> <ul style="list-style-type: none"><li>• Effective resolution/escalation of calls in absence of manager(s) supported.</li><li>• Diary Management duties.</li><li>• Copy typing and appropriate formatting of handwritten/typed notes.</li><li>• Accurate and timely distribution of agendas, documents, and information as required.</li><li>• Update service specific information as required.</li><li>• Provide support for upcoming inspections or as requested.</li><li>• For meetings, panels and workshops facilitate required attendees, coordinating availability.</li></ul>                                                                                   |
| <b>RECORD KEEPING &amp; INFORMATION MANAGEMENT</b> <ul style="list-style-type: none"><li>• Extract data from management information systems as requested.</li><li>• Facilitate production of management information as required.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>IMPREST ACCOUNTS</b> <ul style="list-style-type: none"><li>• Weekly/monthly cash count to balance totals to transactions.</li><li>• Accurate balancing of account at every reimbursement, monthly as a minimum.</li><li>• Adherence to operational rules in accordance with Account Manager.</li><li>• Reconciliation of controlled stationery.</li><li>• Reconcile and file bank statements as applicable for Imprest account.</li><li>• Investigate and escalate discrepancies as appropriate.</li><li>• Support the Account Manager in secure holding of cash/cheques.</li><li>• Ensure thorough handover to others including full, accurate cash count and a formal record of handovers.</li></ul> |
| <b>MANAGEMENT INFORMATION SYSTEMS</b> <ul style="list-style-type: none"><li>• Working knowledge of a range of systems.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## **SCALE - E All Grade C & D competencies, plus**

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| <b>FINANCIAL PROCESSING</b> <ul style="list-style-type: none"><li>• Reference point for complex query resolution</li><li>• In absence of BSO, act as coach and mentor to other staff in relation to financial system.</li><li>• To process funding awards, agree at panel or other service specific meetings in line with the eligibility criteria.</li></ul> |
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| <ul style="list-style-type: none"><li>• Deal with all complex requests in compliance with financial processes and regulations.</li><li>• Complex query resolution including liaison with providers of goods and services.</li></ul>                                                                                                                                                                                                                                                                                                                  |
| <b>IT – MICROSOFT PACKAGES</b> <ul style="list-style-type: none"><li>• In absence of BSO, act as coach and mentor to other staff in utilisation of office IT packages.</li><li>• Creation of complex spreadsheets, e.g., including sums, percentages, and averages.</li><li>• Creation of high-quality free format documents and templates for utilisation by other staff.</li><li>• Creation of complex PowerPoint presentations including multi-functions and effects.</li></ul>                                                                   |
| <b>COMMUNICATION / CUSTOMER CARE</b> <ul style="list-style-type: none"><li>• In absence of operational staff, ability to take ownership of critical calls and follows through to resolution/escalation.</li><li>• Act as a point of reference to other staff in relation to call handling.</li><li>• Detailed knowledge of KMBC Policies and Procedures as required for specific roles for advice and query resolution.</li></ul>                                                                                                                    |
| <b>FILING – MANUAL &amp; ELECTRONIC</b> <ul style="list-style-type: none"><li>• File construction and management.</li><li>• Appropriate deletion of files in accordance with official regulations on instruction..</li><li>• Ability to search for and retrieve incorrectly indexed documents.</li></ul>                                                                                                                                                                                                                                             |
| <b>MINUTE TAKING//MEETING SUPPORT</b> <ul style="list-style-type: none"><li>• Transcription of minutes into high quality notes and, comprehensive reports, actions as required.</li><li>• Accurate live minute/note taking at Professional Abuse Strategy meetings and other service specific meetings or panel meetings using designed templates.</li><li>• Review documents received to be presented service specific panel/meetings, taking appropriate action to resolve any anomalies and gather further information where necessary.</li></ul> |
| <b>RECORD KEEPING &amp; INFORMATION MANAGEMENT</b> <ul style="list-style-type: none"><li>• Responsibility for maintenance and accuracy of specialist/team specific information in accordance with KMBC Policies and Procedures e.g., training &amp; financial records.</li><li>• Update relevant systems with client and service user information.</li><li>• Sharing and receiving information between third parties agencies.</li><li>• Escalate discrepancies as appropriate.</li></ul>                                                            |
| <b>IMPREST ACCOUNTS</b> <ul style="list-style-type: none"><li>• Coaching and mentoring of others in operation of Imprest Accounts in accordance with financial procedures and Council policy.</li></ul>                                                                                                                                                                                                                                                                                                                                              |



## **Commensurate with grades**

### **GENERAL RESPONSIBILITIES**

- Undertake other appropriate duties determined by managers that are consistent with the grade.
- Dealing with requests for assistance from clients and where necessary handing on requests to appropriate person(s).
- Helping in the delivery of services on time and to customer satisfaction.
- Assist in developing procedures for the smooth administration of the team.
- To uphold equal opportunities in employment, in advice and in service delivery and comply with all requirements of the Health and Safety legislation and Council Policy, taking appropriate action where necessary
- Undertake Performance Review and Development, with line manager, identifying appropriate technical, personal targets and training.
- To ensure that safeguarding practices are adhered to, the relevant training is undertaken and promotes the welfare of children and young people and vulnerable adults

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced.

Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”.

We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.



### Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.