

Job Description

Job Title	Business Support Officer
Directorate	Children and Young People's Services
Service Area	Childrens Social Care
Grade	3
Competency Level	1
Salary	23.500 (pro-rata)
Job Type	Office Based
Location	Children's Homes
Disclosure and barring service (DBS)	Enhanced DBS check
Job Evaluation Ref No	

Job Purpose

To provide efficient effective business support to Sandfield Lodge (Childrens Home)

Directly Responsible To: Team Manager and Deputy Manager

Directly Responsible For: Not applicable

Main Areas of Responsibility:

- To provide a flexible service including filing, mail, telephone enquiries, messages, and other resource tasks as designated
- To process documentation to a high standard complying with current portfolio and corporate standards
- To process orders and requisitions using SAP system and maintain associated records
- To be responsible for the maintenance and operation of related databases
- To assist with petty cash administration
- To participate in personal development and training
- To provide such other assistance as is deemed necessary to ensure that the support function is carried out
- To develop the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken
- To work within a Performance Management Framework and to aspire towards the objectives and targets set out in individual performance plans
- To always maintain confidentiality of information
- To assist in arranging meetings, conferences, and seminars
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and 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 commensurate with the grade

Supervision and Management Responsibility:

- Not applicable

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

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:

- Working in a Busy Environment.

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.](#)

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

Personal Specification

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

Qualification and training

Essential

- Working knowledge of IT applications and good keyboard skills (A/I).

Desirable

- Completion of some formal training, preferably Three GCSE's or equivalent

Experience

Essential

- To be conversant with Microsoft Packages and Database (A/I)

Desirable

- Experience working in a busy, confidential office environment
- Experience of budget monitoring and provision of information
- Experience of handling cash and keeping associated records
- Knowledge and awareness of office practice and procedures
- Ability to record information accurately

Skills/Abilities

Essential

- Ability to organise and prioritise work and to show effective time management skills to enable deadlines to be met (A/I)
- Good numeracy and Literacy skills (A/I)

Desirable

- Good verbal and written communication skills
- Good inter-personal, organisational and administration skills
- To be able to process reports and correspondence to a high standard
- Ability to work as a member of a team

Commitment

Essential

- Ability to understand and demonstrate a commitment to equality and diversity (A/I).

Desirable

- Ability to demonstrate a commitment to own professional development
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Post is subject to Enhanced Disclosure and Barring Service (DBS) check.
- Ability to maintain confidentiality

Desirable

- Commitment to a high-quality flexible service