

Job Description

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| Job Title | Business Support Officer |
| Directorate: | Children and Families Service |
| Service Area: | Education and Inclusion |
| Grade: | 4 |
| Competency: | 1 |
| Salary: | £25,119 - £28,770 |
| Job Type | Hybrid |
| Location: | Cunard Building/Parklands |
| Disclosure and barring service (DBS) | Not applicable |
| Job Evaluation Ref No | |

Job Purpose

To provide generic administrative support across the Section 19 Team and to service a number of panels within Section 19 Team.

Directly Responsible For:

None

Directly Responsible To:

Section 19 Manager

Main Areas of Responsibility:

- To provide high quality administrative support to the Section 19 Team
- To be responsible for the organisation, preparation, collation and circulation of agendas and supporting documents for any panel associated with Section 19 duties
- To provide administrative support to statutory processes and procedures within the Section 19 Team
- To develop the collection of data and continue to improve analysis of data to support the work of individual teams and panels
- To ensure that accurate information is recorded on relevant IT systems
- To manage the exchange of sensitive or contentious information with Managers, maintaining confidentiality at all times
- To exercise independent judgement and initiative based on good practice and acquired knowledge in problematic situations
- To liaise with and provide good quality advice to schools, Head teachers, SENCos and other professionals within Children and Young People's Service and partner agencies to ensure that policy and practice in relation to the local authorities Section 19 duties is communicated effectively
- To co-ordinate the processing of orders and the issuing and payment of invoices for the Section 19 Team using the LCC financial management system, including the tracking of credits and debits
- To process the recoupmnt of charges from Liverpool schools for services to pupils
- Continually monitor income and report regularly to finance as required

- To provide up to date financial management information for Children's Services Managers and Finance and Resources as required
- To assist in the co-ordination and preparation of national and local Performance Indicators, data retrieval and management information relating to Section 19 duties
- To provide training, where necessary, to administrative staff, on the administrative functions which support the Section 19 processes and procedures
- To contribute to the coaching and development of appropriate staff and participate in the induction of new staff
- To provide support to other areas of the business unit as and when required

Supervision and Management Responsibility:

- No supervisory or management 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, and 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:

- Role involves sitting for long periods and working at a laptop/screen. You will be required to work at home and in the office.

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.

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.

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)

Desirable

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

Experience

Essential

- Recent experience of working within an educational or social care environment (A,I)
- 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)
- Experience of servicing meetings, courses and conferences and associated functions (A,I)

Desirable

- Experience of administering local authority panels
- Experience of working as part of a team, or teams, including multi-agency teams

Skills/Abilities

Essential

- Proficient in all aspects of IT including the Microsoft Office Suite, Intranet and the Internet (A,I)
- Ability to undertake purchasing and invoicing within Council policies and procedures (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 deadlines (A,I)
- Good organisational skills (A,I)

Desirable

- Ability to efficiently co-ordinate data collection and perform statistical analysis, presenting that analysis clearly and concisely, for a range of client groups, in arrange of formats as appropriate
- A general knowledge and understanding of current relevant legislation, policy and working practices regarding disabled children and children with additional needs

- Awareness of Data Protection and confidentiality

Commitment

Essential

- A personal commitment to customer service, adopting a flexible approach to meet the needs of service users/partners (A,I)
- Act, at all times, with integrity, honesty and respect for others, promoting diversity, equality of opportunity and challenging unfair discrimination (A,I)
- To practise and promote equality of opportunity and non-discriminatory practice (A,I)

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

Other

Essential

- A positive attitude towards personal training and development (A,I)