

Job Description

Job Title	Business Support Officer
Directorate	Children and Young People's Services
Service Area	Commissioning and Family Help
Grade	4
Competency Level	1
Salary	£28,153 - £32,046
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Enhanced with Child Barred List (Child Workforce)
Job Evaluation Ref No	A10522

Job Purpose

To provide administrative and financial support arrangements across the Early Years Inclusion and SEND Team. This will include administrative support across several Panels and the maintenance of data recording systems.

Directly Responsible For:

Not applicable



Directly Responsible To:

SEND Co-production Lead

Main Areas of Responsibility:

- To maintain and further develop effective and co-ordinated administration support as required for the smooth running of tasks delivered within the service area. This will include information management of documentation for recording and retrieval, with a strong focus on electronic systems
- To support the collation of the agreed performance management datasets
- To monitor Team mailboxes daily and respond to requests for support from staff, partner organisations and public
- To ensure that all advice and guidance given on SEND matters takes account of the Council's SEND Strategy and the graduated approach to meeting SEND
- To provide high-quality administrative support for related Panels including the provision of comprehensive supporting documentation for each case referred
- To be responsible for the organisation, preparation, collation and circulation of agendas and supporting documents in relation to panel meetings
- To attend all relevant panel meetings for the purpose of minute taking and undertake follow up work from panels including circulation of outcomes, informing relevant parties of outcomes and ensuring that cases are re-referred as appropriate
- To maintain and further develop data collection systems including the accurate recording of financial information and service delivery
- To continue to improve data analysis to support the work of the Early Years Inclusion and SEND Team
- To provide administrative support for the application processes and procedures in place across the team

- To ensure that accurate information is recorded on relevant IT systems and undertake a support function
- Link with the Strategic Intelligence Team on the management and utilisation of data
- To manage the exchange of sensitive or contentious information with managers, maintaining confidentiality at all times
- To liaise with and provide good quality advice to partner agencies and education establishments to ensure that policy and practice in relation to Early Years Inclusion and SEND processes and funding is communicated effectively. This will include communication with nursery managers and owners, SENDCOs and other professionals within the Children and Young People's Service
- To manage and maintain electronic filing systems pertinent to the needs of the service
- To undertake the processing of purchase orders, grants, invoices and payments across the service area
- To utilise the administration systems that support accurate recording of all financial transactions to support financial management of allocated budgets
- To work in accordance with Standing Orders and financial regulations using the City Council finance system
- To carry out internal financial duties which support the delivery of the service area. For example, budget monitoring, raising invoices, using finance systems to maintaining accurate electronic records, and providing information and data for any finance and audit reports
- To assist in the co-ordination and preparation of national and local Key Performance Indicators, data retrieval and management information
- To contribute to project management/development within Children and Young People's Service
- To contribute to the coaching and development of appropriate staff and participate in the induction of new staff

- To engage in and contribute to personal development activities and training
- To lead on co-ordination and management of archived and paperless files
- To undertake a support function on information sharing and data protection
- To support with events and training related administration, including coordinating attendee lists and mailouts
- To support with post-event and training evaluation
- To support teams with events-related resource preparation
- To attend and support during team meetings and steering groups, including distribution of papers, taking minutes and helping to create action plans
- To support the collation of quarterly audit information in line with the Quality Assurance Framework
- To assist in the production of financial information to support financial services as and when required
- To exercise independent judgement and initiative in relation to managing the Team's priorities and ensure work is completed to the necessary standards and timescales agreed
- To provide support to other areas of the business unit as and when required
- To undertake any other professional duties which fall within the remit of the post as identified by and agreed with managers of the Early Years Inclusion and SEND Team
- To maintain confidentiality of information at all times in accordance with the procedures of the Freedom of Information Act and Data Protection Act 2018

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
- To support the budget planning process and financial monitoring/forecasting of budgets to ensure continuous improvements and value for money are achieved

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:

- The post holder will sit at a desk and use display screen equipment for prolonged periods of time

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: **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.

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, numeracy and Information Technology (GCSE A – C, ECDL or equivalent) (A, I)
- Well-developed ICT skills including proficiency in the use of Microsoft 365 Applications. This will include Excel, Word, Forms, Outlook, OneDrive, SharePoint and Teams (A, I)
- Evidence of current and continuous professional development (A, I)
- Proven track record in administration (A, I)

Experience

Essential

- Experience of administrative duties (A, I)
- Experience of using data monitoring systems (A, I)
- Experience of statistical data collation (A, I)
- Experience of working with financial information and providing financial reports (A, I)
- Experience in dealing with queries, ensuring highest quality standards in terms of professional practice and maintaining confidentiality (A, I)

Desirable

- Experience of working with education establishments and settings
- Experience of working as part of a team, or teams, including multi agency teams
- Experience of attendance at and facilitating meetings
- Experience of using computerised accounting systems, including spreadsheet packages

Skills/Abilities

Essential

- Excellent organisational skills with the ability to organise a heavy workload and prioritise work (A, I)
- Ability to use data management systems and advise and support others in respect of its use (A, I)
- Ability to negotiate and mediate between different agencies (A, I)
- High level of communication skills, using high standards of literacy and numeracy (A, I)
- Ability to challenge practice in a constructive and positive manner (A, I)
- Ability to work effectively to timescales and to meet deadlines (A, I)

Desirable

- Excellent ICT skills including the ability to use data to measure the effectiveness of service delivery and to produce documents in a variety of formats including tables, graphs and spreadsheets
- Excellent financial skills with the ability to maintain accurate records

- Ability to co-ordinate and interpret data with an aptitude for precision and accuracy
- Knowledge of the priorities and key services which support the development of inclusive practice across educational settings in Liverpool

Commitment

Essential

- Commitment to providing a high-quality service to meet the needs of the team (A, I)
- Ability to work within a team environment with a willingness to be flexible (A, I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Desirable

- Positive attitude toward personal training and development