

Job Description

Job Title	Resource Support Officer
Directorate	Adult Social Care and Health
Service Area	Assessment and Care Delivery
Grade	4
Competency Level	1
Salary	£27,254 - £31,022
Job Type	Office Based
Location	Townsend Hub
Disclosure and barring service (DBS)	Enhanced DBS Adult Workforce and Neither Barred List
Job Evaluation Ref No	

Job Purpose

To provide high quality, customer focused, flexible and timely business support.

To assist with the administration of referrals and other general administration duties in a community hub.



Directly Responsible For:

Not applicable

Directly Responsible To:

Resource Manager

Main Areas of Responsibility:

- Provide support to the management team with processing of referrals and other relevant information related to day-to-day operations
- Act as the point of contact for visitors, taking incoming telephone calls, dealing with basic inquiries including reception duties
- Undertake and assist with ordering, recording and processing of invoices, receipts and payments as required
- General word processing, scanning, photocopying, filing, post and other resource tasks as designated
- Update and maintain information in IT systems, including local and corporate IT systems, spreadsheets, databases to be able to produce appropriate outputs, e.g. reports
- To advise and respond efficiently and professionally to a range of enquiries and correspondence both written and verbal from a wide range of internal and external customers
- Collation and distribution of minutes, reports and other documents.
- Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure
- To process SAP orders and deal with related invoices and queries
- To assist in the preparation of management information reports
- Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council

Supervision and Management Responsibility:

- No supervision or line management responsibilities

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:

- You will be required to sit stationary and use a computer for sustained period 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 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.

Person Specification

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

Qualification and training

Essential

- A Business Administration level 3 qualification, equivalent experience, or willingness to undertake formal training (A,I)

Experience

Essential

- Experience of working in an administrative role in a busy, customer focussed environment (A,I)

Skills/Abilities

Essential

- Ability to communicate effectively both orally and in writing in a manner, which is clear, fluent, jargon-free and readily understood by colleagues and customers at all levels (A,I)
- Good numeracy skills - able to calculate/check/produce figures/statistics where required (A,I)
- Good organisational skills with ability to manage time, work to deadlines and prioritise work in an effective and productive manner (A,I)

- Able to use own initiative and work with limited supervision actively problem solving and implement solutions in a focussed and positive way while understanding the need to consult with line manager on occasions (A,I)
- Effective IT skills with ability to confidently use MS Office systems to produce documents, presentations, reports and emails and to input, retrieve and analyse from IT systems and databases (A,I)
- Ability to work as part of team and has a clear understanding of team working. (A,I)
- Demonstrate a good methodical approach to tasks with the ability to pay close attention to detail (A,I)

Desirable

- Ability to identify improvements to processes and systems and to share the recommendations with the wider team
- Ability to handle confidential and/or sensitive information with appropriate discretion
- Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job
- Ability to build and develop effective relationships at all levels of the organisation, and with customers and suppliers

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A strong team player able to work flexibility to meet the needs of the service

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

