

Job Description

Job Title:	Business Support Officer
Directorate	Children and Young People's Service
Service Area	Early Help
Grade	4
Competency Level	1
Salary	£25,119 - £28,770
Job Type	Hybrid
Location	1 st Floor Parklands Customer Focus Centre Conleach Road Liverpool L24 0TY
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

To provide business support to the Behaviour Intervention Team (BIT)

Directly Responsible For:

Customer-facing for educational setting and support for a Team of advisory teachers for children and young people in Liverpool

Directly Responsible To:

Operational Lead - Behaviour Intervention Team

Main Areas of Responsibility:

- To provide high quality business support to the Behaviour Intervention Team that is planned on an annual cycle of activities. Including managing appointments and electronic diaries to ensure that up to date information regarding staff availability/whereabouts is available at all times and to maintain databases and records on a weekly basis on behalf of the team.
- To manage accurate information on relevant IT systems (capita) and support the management of data collection. Support the design of reporting procedure and deliver agreed data sets to operational leaders for strategic planning. This includes proofing documentation for accuracy of information and calculations.
- To be responsible for minute taking and follow up work from team meetings to include circulation of minutes, inform relevant parties of outcomes and undertake any additional follow up work required, this includes providing appropriate materials in preparation of team meetings, training delivery and other activity associated with the team
- To assist the Operational Lead in any recruitment and resource management for the team, this will include maintaining inventory of assessment material and/or resources, through the raising of purchase orders to maintain a minimum level of service delivery and being the point of contact.
- To be the communication lead for the service. This includes all customer facing activity such as managing telephone enquiries, published materials and sharing of LCC branded information. Promote the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken.
- To meticulously monitor and document the utilisation of the Behaviour Intervention Team (BIT) services and the Alternative Provision (AP) outreach services, with a specific focus on accurately invoicing relevant schools accordingly.

- To establish and maintain effective file management systems for the Behaviour Intervention Team and to ensure an auditable trail is available on request whilst maintaining databases and records on a weekly basis on behalf of the team and liaise with other teams such as Section 19 team.
- To provide support to other areas of the business unit as and when required.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements 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.

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 oversee individual service (Behaviour Intervention Team) accounts including; Keeping accurate records to track spending and income for all transactions, preparing balance sheets, processing invoices, preparing termly and annual financial reports, and assist with budget preparation/analysis and when appropriate liaise and communicate with Childrens Finance Team.

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 position is likely to require sitting for long periods at a desktop/laptop computer. Ergonomics design assessed.

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.

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, I)

Desirable

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

Experience

Essential

- Experience of financial systems (e.g. SAP) (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)

Desirable

- Recent experience of working within an educational or social care environment
- Experience of administering local authority panels
- Experience of working as part of a team including multi-agency teams
- Experience of providing support at meetings, courses and conferences and associated functions
- A general knowledge and understanding of current relevant legislation, policy and working practices regarding to education.

Skills/Abilities

Essential

- Proficient in all aspects of IT including the Microsoft Office Suite, Intranet and the Internet (A, I, T)
- Ability to undertake purchasing and invoicing within Council policies and procedures (A, I)
- Ability to work regularly under pressure for periods of time i.e. during team meetings, finance surgeries and other required meetings (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 strict deadlines (A, I)
- Good organisational skills, ability to use initiative and implement time management strategies based on prioritising tasks following leadership guidance (A, I)

- Ability to liaise professionally with staff at all levels and to communicate effectively with members of the public, headteachers and other senior leaders (A, I)

Desirable

- Ability to efficiently co-ordinate data collection and perform analysis, presenting that analysis clearly and concisely, for a range of client groups, in a range of formats as appropriate
- Awareness of Data Protection and confidentiality

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A)
- A commitment to the City Council's Equal opportunities Policy (A)
- A commitment to the local authority's policy on Inclusion (A, I)
- 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)

Other

Essential

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

- A willingness to travel across Liverpool to educational settings to support meetings and/or training events when required (A, I)