

Job Description

Job Title	Business Support Officer
Directorate	Children and Young People's Services
Service Area	Assessment and Safeguarding
Grade	3
Competency Level	1
Salary	£25,583 - £27,254
Job Type	Hybrid
Location	Edge Hill – Children's and Young People's Service 80-82 Wavertree Road, L7 1PH
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

To provide a flexible high quality business support service to Children and Young People's social work teams.

Directly Responsible For: N/A

Directly Responsible To:

The Business Support Team Manager

Main Areas of Responsibility:

- To maintain appropriate, up to date and accurate electronic records on relevant systems
- To perform support duties related to the processing of information, progress chasing of documentation and recording
- To liaise with internal and external customers
- Provide a Petty Cash Service/maintain bank account and related financial/budgetary systems
- To process sap orders and deal with related invoices and queries
- Provide a flexible service including dealing with visitors to the site, scanning, photocopying, booking travel and accommodations for both staff and service users along with other resource tasks as designated
- To maintain adequate stocks of stationery/paper stock for printers etc
- To carry out any other tasks reasonably required of the post holder that ensure the administrative function is carried out
- To support all members of the Assessment and Safeguarding Social Work Teams
- To work within a Performance Management Framework and to aspire towards the objective and targets set out in individual performance plans



- To prioritise and manage work in line with guidance from line manager and complete work to the necessary standards and time scales agreed
- Engage in and contribute to professional development as and when appropriate
- To always maintain confidentiality of information in accordance with information governance requirements including the principles of Freedom of Information Act and GDPR
- To ensure compliance with the Council's policies on diversity, equal opportunities and health and safety

Supervision and Management Responsibility:

Not applicable

Budget and Financial Responsibility:

- Being fully accountable for managing the allocated budget given to support Assessment and Safeguarding teams support the children and young people 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. 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

- Three GCSE's or equivalent experience (A)
- 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)
- Experience of communicating with internal and external customers and dealing with issues in an appropriate manner (A,I)

Desirable

- Experience providing administrative support in a social care setting

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 and retrieve 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)
- Ability to handle confidential and/or sensitive information with appropriate discretion (A,I)

Desirable

- Ability to work with minimum supervision, a conscientious attitude, willing to learn new skills, be prepared to question and seek continuous improvement
- A desire to provide customer focused services



- 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 flexibly to meet the needs of the service

