

# Job Description

<b>Job Title</b>	Business Support Officer
<b>Directorate</b>	Children and Young People's services
<b>Service Area</b>	Children's Social Care
<b>Grade</b>	3
<b>Competency Level</b>	1
<b>Salary</b>	£25,583 - £27,254
<b>Job Type</b>	Hybrid
<b>Location</b>	City Wide
<b>Disclosure and barring service (DBS)</b>	Enhanced DBS Child Barred List (Child Workforce)
<b>Job Evaluation Ref No</b>	N/A

## Job Purpose

- To provide efficient effective Business Support to Prescot Drive short breaks Home
- Providing a range of administrative, operational and logistical support to ensure the organisations smooth and efficient running of the short breaks home including managing correspondence, coordinating meetings, maintaining records, processing financial transactions and liaising with internal and external stakeholders

## Directly Responsible For:

Not Applicable



## Directly Responsible To:

Registered Manager and Deputy Managers

## Main Areas of Responsibility:

- To provide a flexible service including filing, mail, telephone enquiries, messages, and other resource tasks as designated
- To process documentation to a high standard complying with current portfolio and corporate standards
- To process orders and requisitions using SAP system and maintain associated records
- To be responsible for the maintenance and operation of related databases
- To assist with petty cash administration
- To participate in personal development and training.
- To provide such other assistance as is deemed necessary to ensure that the support function is carried out
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To work within a Performance Management Framework and to aspire towards the objectives and targets set out in individual performance plans
- To always maintain confidentiality of information
- To assist in arranging meetings, conferences and seminars
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and 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 commensurate with the grade

## **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
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

## **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:**

- Working in a busy environment, will be sitting for long 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 **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 Face to Face

## Qualification and training

### Essential

- Working Knowledge of IT applications and good keyboard skills (A/I)

### Desirable

- Completion of some formal training preferably Three GCSE's or equivalent

## Experience

### Essential

- To be conversant with Microsoft Packages and Databases (A/I)

### Desirable

- Experience working in a busy, confidential office environment
- Experience in the use of Microsoft Office packages and database systems
- Experience of budget monitoring and provision of information
- Experience of handling cash and keeping associated records
- Knowledge and awareness of office practice and procedures
- Ability to record information accurately

## Skills/Abilities

### Essential

- Ability to organise and prioritise work and to show effective time management skills to enable deadlines to be met (A/I)
- Good numeracy and Literacy skills (A/I)

### Desirable

- Good verbal and written communication skills
- Good inter-personal, organisational and administration skills
- To be able to process reports and correspondence to a high standard
- Ability to work as a member of a team

## Commitment

### Essential

- Ability to understand and demonstrate a commitment to equality and diversity (A/I)

### Desirable

- Ability to demonstrate a commitment to own professional development
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level. (Enhanced Children and Adults Workforce)

### Desirable

- Positive attitude towards personal training
- Commitment to a high-quality flexible service
- Ability to maintain confidentiality