

## Job Description

|   |                                  |
|---|----------------------------------|
| <b>Job Title</b>                            | Business Support Officer         |
| <b>Directorate</b>                          | Children & Young People Services |
| <b>Service Area</b>                         | Children's Social Care           |
| <b>Grade</b>                                | 3                                |
| <b>Competency Level</b>                     | 1                                |
| <b>Salary</b>                               | £24,790 - £26,409                |
| <b>Job Type</b>                             | Hybrid                           |
| <b>Location</b>                             | Any location across the city     |
| <b>Disclosure and barring service (DBS)</b> | Not Required                     |
| <b>Job Evaluation Ref No</b>                |                                  |

## Job Purpose

To provide a flexible high quality business support service to a range of Children's Services teams, including specific responsibilities as the business demands in some areas

### Directly Responsible For:

Not applicable



## Directly Responsible To:

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
- To service/ minute meetings and low level panels/ strategy meetings
- To assist with handling/ 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, filing, post and other resource tasks as designated
- To maintain adequate stocks of stationery and keep storage/ filing areas tidy
- To support all members of the Leadership Team when required
- To carry out any other tasks reasonably required of the post holder that ensure the administrative functions is carried out
- 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 maintain confidentiality of information at all time in accordance with information governance requirement including the principles of Freedom of Information Act and Data Protection Act

- To provide support to social care staff on the delivery of Children's Services
- To ensure compliance with the Council policies on diversity, equal opportunities and health and safety

### **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

### **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:**

- There may be periods of sitting for a long period

### **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

### Desirable

- Three GCSE's or equivalent experience (A)
- Training or qualifications in Information Technology such as ECDL, Microsoft office etc (A)

## Experience

### Essential

- Substantial experience in working in a busy, confidential office environment in a senior management support role (A/I)
- Experience of communicating with a wide variety of internal and external customers and dealing with issues in an appropriate manner (A/I)
- Experience of processing financial data to a high standard, including ordering goods /services, payments and processing invoices (A/I)
- Experience of arranging, administering and servicing meetings and low level panels, including the preparation of all paperwork, minute taking and distribution of minutes within agreed timescales (A/I)

## Desirable

- Experience of working with LiquidLogic & other core IT systems
- To be conversant with Information Technology

## Skills/Abilities

### Essential

- Accurate data inputting skills, requiring essential attention to detail when using various IT systems (including internal databases and systems, website portals, Excel spreadsheets, Word documents, Outlook) (A/I)
- Excellent verbal and written communication skills, complying with GDPR legislation (A/I)
- The ability to work under pressure, meet tight deadlines, prioritise and use own initiative to ensure standards are being met (A/I)
- To be able to adopt a flexible approach with all aspects of work and to work as an effective team member (A/I)

### Desirable

- The ability to meet regular deadlines & deliver accurate statistical information at short notice
- The ability to analyse statistical information and co-ordinate or prepare information for appropriate forums
- Ability to undertake financial processes in line with City Council procedures
- Ability to work with minimum supervision, a conscientious attitude, willing to learn new skills, be prepared to question and seek continuous improvement

## Commitment

### Desirable

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

## Other

### Desirable

- A commitment to equal opportunities
- A desire to provide customer focused services
- To work from any location if required