

Job Description

| | |
|---|--|
| Job Title | Business Support Officer – Family Hubs |
| Directorate | Children and Young People’s Services |
| Service Area | Family Help |
| Grade | 4 |
| Competency Level | 1 |
| Salary | £27,254 – £31,022 |
| Job Type | Hybrid |
| Location | Cunard Building |
| Disclosure and barring service (DBS) | Not required |
| Job Evaluation Ref No | A10101 |

Job Purpose

To provide administrative and financial support arrangements across multiple Family Hubs Service Teams, including support of the maintenance of effective information systems.

Directly Responsible To:

Family Help Information Officer

Main Areas of Responsibility:

- To develop and maintain effective and co-ordinated administration support as required for the smooth running of tasks delivered within the service area
- This will include information management of documentation for recording and retrieval, with a strong focus on electronic systems and a reduction in the use of paper driven systems
- To undertake the processing of purchase orders, grants, invoices and payments across multiple service areas including the Family Hubs, children's centres, early years and youth teams.
- To utilise the administration systems that support accurate recording of all financial transactions to support financial management of allocated budgets
- To support the collation of the agreed performance management datasets
- To monitor Team mailboxes daily and respond to requests for support from staff, partner organisations and public.
- To support the work of the Family Help Business Operations Team.
- To order, manage and track Printroom resources for multiple Early Help teams.
- To support with events and training related administration, including coordinating attendee lists and mailouts.
- To support with post-event and training evaluation.
- To support teams with events-related resource preparation.
- To attend and support during team meetings and steering groups, including distribution of papers, taking minutes and helping to create action plans.
- To support the collation of quarterly audit information in line with the Quality Assurance Framework
- To raise invoices and process payments in accordance with Standing orders and financial regulations using the City council finance system
- To maintain financial and other administrative information, ensuring accurate records are kept

- To develop and implement appropriate administrative systems to support the service area
- To provide general administration support (stationary monitoring, ordering, processing orders, minute taking, photocopying and post etc) and IT support (word processing, spreadsheets, databases, and mail merges etc) to the teams within the service area
- To carry out internal financial duties which support the delivery of the service area. For example, budget monitoring, raising invoices, using finance systems to maintaining accurate electronic records, and providing information and data for any finance and audit reports.
- To source resources via the procurement process which would include when required obtaining quotes.
- To support the administration and receptionist staff in Family Hubs where appropriate in the use of relevant information / data / financial systems
- To participate in training and development and to undertake individual work plans and tasks relevant to the post
- To undertake any other relevant duties as delegated by the Head of Service and Service Managers

Supervision and Management Responsibility:

- No responsibility for line management

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

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 post holder will sit at a desk and use display screen equipment for prolonged 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: **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

- NVQ Level 3 or equivalent qualification in information management or equivalent (A, I)
- Proven track record in administration (A, I)

Experience

Essential

- Experience of administrative duties (A, I)
- Experience of using data monitoring systems (A, I)
- Experience of statistical data collation (A, I)
- Experience of using computerised accounting systems, including spreadsheet packages (A, I)
- Experience of working with financial information and providing financial reports (A, I)

Desirable

- Experience of attendance and facilitating meetings



Skills/Abilities

Essential

- Excellent organisational skills with the ability to organise a heavy workload and prioritise work (A, I)
- Excellent financial skills with the ability to maintain accurate records (A, I)
- Ability to use data management systems and advise and support others in respect of its use (A, I)
- Good ICT skills including the ability to use data to measure the effectiveness of service delivery and to produce documents in a variety of formats including tables, graphs and spreadsheets (A, I)
- Good written and verbal communication skills (A, I)

Desirable

- Ability to co-ordinate and interpret data with an aptitude for precision and accuracy
- Knowledge of the priorities and key services which support the development of Family Hubs

Commitment

Essential

- To work within a team environment with a willingness to be flexible (A, I)

Desirable

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

