

## Job Description

<b>Job Title</b>	Business Support Officer
<b>Directorate</b>	Children and Young People's Service
<b>Service Area</b>	Education
<b>Grade</b>	4
<b>Competency Level</b>	1
<b>Salary</b>	£27,254 - £31,022
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building and City Wide
<b>Disclosure and barring service (DBS)</b>	Not applicable
<b>Job Evaluation Ref No</b>	A9942

## Job Purpose

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

### Directly Responsible For:

Not applicable

## **Directly Responsible To:**

Business Support Manager – Education Partnership

## **Main Areas of Responsibility:**

- To provide regular budgetary statistical and other information to Managers and Officers and assist teams and managers in the provision of financial protocols for services
- To assist with cash handling, bank accounts and related financial system
- To input on all appropriate financial payments systems including and take responsibility for processing pay runs & reports
- To liaise with finance, data and Education and Inclusion Officers as required to ensure all protocols, audit requirements, standing orders and systems are adhered to
- To arrange, attend and minute/record Forums and Panels as required across Children and Young People's Services
- To collate and distribute item reports within agreed timescales and assist with the Quality Assurance of items/reports as appropriate
- To format, check and disseminate information to Education Settings and Stakeholders
- To keep information and data systems in relation up to date
- Co-ordination of committee reports and provide appropriate guidance to senior managers
- To ensure that minutes and decisions are distributed to authorised recipients within agreed timescales and in accordance with appropriate data protection guidelines
- To offer guidance to panel and forum chairs and members on procedural issues and timescales and progress actions/panel decisions as required

- To ensure recommendations are recorded on appropriate ICT systems within agreed timescales
- 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 timescales agreed
- Maintain confidentiality of information at all times in accordance with the information governance requirements including the principles of Freedom of Information Act and Data Protection Act
- To provide support to Education and Inclusion staff around Education and Children's systems, such as Capita, Liquid Logic and Nexus
- Engage in and contribute to personal development activities and training
- To carry out any other tasks reasonably required of the post holder
- To ensure compliance with the Council's policies on diversity, equal opportunities and health and safety

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

- No supervisory or line management responsibilities

### **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:

- You will be required to sit stationary and use a computer for a 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
- 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

## 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

- 5 GCSEs (A\* - C, 9-4 including English) or NVQ Level 2 in Administration or equivalent (A)

### Desirable

- A Business Administration Level 3 qualification, equivalent experience or willingness to undertake formal training

## Experience

### Essential

- Experience of working in an administrative and system support role in a fast-paced office environments, including the public sector, local government or specialised procurement and commercial departments (A, I)

### Desirable

- Experience of working with IT systems – i-Casework, LiquidLogic, excel, Capita, Outlook, etc.
- Experience of working with SAP and other financial systems



## Skills/Abilities

### Essential

- Experience of taking accurate minutes, arranging a variety of meetings, preparing agendas, arranging venues, circulation of pre agenda items, distribution of minutes and outcomes from meetings (A/I)
- Accurate data inputting skills, requiring essential attention to detail when using various IT systems, produce data and financial reports for analysis (A/I)
- Excellent verbal and written communication skills, complying with Data Protection legislation (A/I)
- Good organisational skills and ability to use own initiative and prioritise own workload whilst adopting a flexible approach working as an effective team member (A/I)
- The ability to work under pressure, meet tight deadlines, prioritise and use own initiative to ensure standards are being met (A/I)

### Desirable

- The ability to analyse statistical information and co-ordinate or prepare information for appropriate forums
- Well-developed IT Skills
- The ability to communicate and liaise efficiently at all levels within the Council
- The ability to deal with distressed and/or aggressive customers in a sensitive and professional manner
- The ability to deal with potential conflict but deliver positive outcomes

## Commitment

### Essential

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

### Desirable

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

