

Job Description

Job Title	Business Support Officer
Directorate	City Development
Service Area	Adult Learning Service
Grade	5
Competency Level	2
Salary	£28,770 - £33,024
Job Type	Office Based
Location	Citywide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	

Job Purpose

To manage the confidential administrative support to the Business Support Managers and the staff at full time Adult Learning Centres.

To manage the administration support to ensure that standard administrative and clerical functions are carried out.

To ensure all relevant information is monitored at the Centres.

To assist in providing advice guidance and information to students and the public in relation to course queries.

Directly Responsible For:

Not applicable

Directly Responsible To:

Business Support Manager - Curriculum

Main Areas of Responsibility:

- To supervise the administration staff to ensure that work is prioritised, and carried out in accordance with service priorities, policies, and procedures
- To maintain systems and procedures that ensures accurate data capture, recording, maintenance, and retrieval of learner information in accordance with service standards and procedures
- To assist in the implementation of the service policies and procedures relating to the health and safety ensure that Health and Safety legislation is adhered to
- To ensure that all documentation and associated records relating to service finances, human resources, and payroll, are completed, up to date, and maintained to the required (LCC) standards
- To facilitate learner enrolment by providing excellent customer service, information and guidance and undertake assigned duties and processing associated documents and fee payments
- To support the day-to-day work of the service e.g. photocopying, faxing, filing, answer the telephone and produce documents and spreadsheets

- Process all financial orders on SAP, liaise with Procurement, Exchequer Management and assist the Business Support Managers in all aspects of finance
- To enrol students and be responsible for accurate completion of documents relating to learner enrolments and all aspects of collection of fees, issuing of receipts and, setting up instalment plans, reconciliation of income, completing banking of money/fees/income
- Liaise with supporting centres to ensure all monitoring data is collected and returned to officers
- To prepare statistical information for managers/service needs
- To input service data into a variety of XL spreadsheets e.g. OTL, CRB, staff development and staff database
- To act as Oracle line managers for sessional staff-inputting wages/sickness/RTW dates/leavers notification
- To assist in the effective running of an Adult Learning Centre ensuring maintenance, safekeeping, recording of rooms, resources, equipment located at the centre
- To provide confidential business support to managers, curriculum, exams officer and Business Support Managers in Adult Learning Centres
- To ensure the safe and secure storage of money on site
- Organise and attend meetings and provide administrative support in the production of agendas and minutes
- Any other duties within the services frame of reference and commensurate with the grade of the post
- It is expected that the officer will participate fully in:
 - Staff Development Policy and Practice
 - Training Opportunities, which are made available
 - The organisation and delivery of in-service training
 - Performance Review

Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

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 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.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

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:

- This role involves prolonged periods sitting at a desk

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 2.

[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

- Applicants should be able to demonstrate adequate numeracy and literacy skills needed for this post and be able to show they have been trained in administration practices, customer care/front line service, relevant IT skills and knowledge of software packages and relevant Level 3 qualification or equivalent experience (A/I)

Experience

Essential

- To have experience in administration support, for example, producing reports/documents/teaching materials, record keeping, using a variety of ICT packages (A/I)
- To have experience in general clerical duties - filing, photocopying and stock maintenance (A/I)
- Experience of working in a customer centred environment (A/I)
- To be able to manage a busy office and prioritise workload for yourself and other staff (A/I)

Desirable

- To have experience of ordering goods/services and monitoring expenditure

- Experience of managing staff

Skills/Abilities

Essential

- To be able to manage a busy office and prioritise workload for yourself and other staff (A/I)
- Demonstrate excellent communication skills, both written and verbal (A/I)
- To have the ability to acquire the necessary standard of computer skills using word, spreadsheets and databases (A/I)

Desirable

- To have the ability to acquire the necessary advice and information training to support student queries
- Ability to work within a team and work on your own initiative when required

Commitment

Essential

- Willingness to work flexible hours including evenings/weekends (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- To have knowledge and an ability to demonstrate an understanding of the LEAs policies on Equal Opportunities
- To have some knowledge of the Adult Learning Service

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level (A/I)