

Job Description

Job Title	Business Support Officer
Directorate	Children's Services
Service Area	Targeted Services for Children & Young People
Grade	4
Competency Level	Level 1
Salary	£26,409 - £30,060
Job Type	Office based
Location	Edge Hill Customer Focus Centre
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9593

Job Purpose

- To provide a flexible, efficient Business Support function across Community Services including the development and maintenance of all budgetary and management information systems designed to support the effective operation of Community Services
- To deliver specific subject matter expertise in the administration of Committee Services processes

Directly Responsible For:

Not Applicable

Directly Responsible To:

Team Manager

Main Areas of Responsibility:

- To maintain appropriate, up to date and accurate records on relevant systems
- To perform duties related to the processing of information, progress chasing of documentation and recording
- To provide a flexible service including dealing with visitors to site, scanning, photocopying, filing, post, and other resource tasks as designated
- To maintain adequate stocks of stationary and keep storage/filing areas tidy
- To provide regular budgetary statistical and other information to Managers and assist teams and managers in the provision of financial protocols for services
- To assist with cash handling, bank accounts and related financial systems
- To input on all appropriate financial payments systems and take responsibility for processing pay runs and reports as required
- To liaise with Exchequer Management, team leaders and officers as required to ensure all protocols, audit requirements, standing orders and systems are adhered to
- Coordinate committee reports and provide appropriate guidance to senior managers
- To collate and distribute item reports within agreed timescales and assist with the Quality Assurance of item reports as appropriate

- To arrange, attend and minute/record meetings and forums across Community Services
- 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 on procedural issues and timescales and progress actions/panel decisions as required
- To ensure recommendations are shared and recorded on appropriate ICT systems within agreed timescales
- To provide day to day systems administrative support for service critical ICT systems including M3, Flare, Civica, LALPAC, ChildView, Leisure MIS-Legend, Liquid Logic (list not exhaustive). Duties to include new user requests, training of new and existing users, ensuring system integrity, generating statutory returns
- Maintain confidentiality and adhere to information governance requirements when dealing with information
- Co-ordinate the introduction of any new technology, systems, methods, or procedures ensuring that they are efficiently incorporated in to working practices
- To provide support to officers on the delivery of Community Services systems
- To act as the Assistant Directors PA and also provide cover for the Directors PA as necessary during periods of absence
- Use initiative in relation to managing your own workload and judgement to resolve and deal with problematic situations
- To work within a performance management framework and to aspire towards the objective and targets set out in individual performance plans
- 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
- To carry out the duties and responsibilities of the post with full regard to the Council's Equal Opportunities Policy and any other policies and good practise guides and undergo such training as may be required in relation to these policies and guidelines

This job description gives a general outline of the post and is not intended to be inflexible or a final list of duties. It may therefore be amended from time to time in consultation with the post holder.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

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 post is office based and will require long periods of 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: 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

Desirable

- Completion of some formal training, preferably five GCSE's/ NVQ Level 3 or equivalent, together with training, qualifications, or suitable experience in Information Technology such as ECDL, Microsoft office, etc.

Experience

Essential

- Experience of taking accurate minutes (A, I)
- Experience of producing data and financial reports for analysis (A, I)
- Experience of producing work of a high standard and working to tight deadlines (A, I)
- Experience of working with Microsoft IT systems (Word, Excel, outlook etc) in addition to one or more of the following: I-casework, legend, M3, JCAD, CONFIRM, Publisher, Talent link, Online portals, etc. (A, I)
- Experience of working with financial systems (A, I)

- Experience of arranging a variety of meetings, preparing agendas, arranging venues, circulation of pre agenda items & distribution of minutes & outcomes from meetings (A, I)

Desirable

- Experience of working in a team and the ability to contribute to team and service developments
- Experience of ChildView, Liquid Logic databases

Skills/Abilities

Essential

- Excellent verbal and written communication and interpersonal skills (A, I, E)
- Well-developed IT skills (A, I, E)
- Good organisational skills, and ability to use own initiative and prioritise own workload (A, I)
- The ability to communicate and liaise efficiently at all levels within the council. (A, I)
- The ability to deal with potential conflict but deliver positive outcomes. (A, I)
- The ability to produce quality work within highly pressurised and time restricted situation (A, I)

Desirable

- Ability to use electronic recording systems with a good level of administrative and organisational skills
- Excellent listening and assessment skills

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Practising and promoting equality or opportunity and non- discriminatory practice
- Provide a quality service to meet the needs of all services the applicant supports
- Commitment to Best Practice and to participate in the development of the team

Other

Essential

- Ability to work with minimum supervision, a conscientious attitude, willing to learn new skills, be prepared to question and seek continuous improvement (A,I)
- A commitment to equal opportunities (A,I)
- A desire to provide customer focused services (A,I)