

Job Description

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| Job Title | Business Support Officer |
| Directorate | Children and Young Peoples Services |
| Service Area | Education |
| Grade | 4 |
| Competency Level | 1 |
| Salary | £26,409 - £30,060 |
| Job Type | Hybrid |
| Location | Parklands |
| Disclosure and barring service (DBS) | Not required |
| Job Evaluation Ref No | R6819 |

Job Purpose

To provide administrative support to the Children's Occupational Therapy Service

Directly Responsible For:

Not applicable

Directly Responsible To:

Children's Occupational Therapy Manager

Main Areas of Responsibility:

- To provide high quality administrative support to the Children's Occupational Therapy Service
- To be responsible for the processing of new referrals into the service, maintaining database records and preparing referrals for weekly triage meetings
- To ensure that accurate information is recorded on relevant IT systems and undertake a support function and link with the Strategic Intelligence Team on the management and utilisation of data
- To be responsible for the collation of data and its analysis within the Team including stakeholder feedback
- To liaise with Commissioners and assist with information on Key Performance Indicators
- To be responsible for the organisation, preparation, collation and circulation of agendas and supporting documents prior to a Children's Occupational Therapy team meetings or other meetings as required
- To be responsible for minute taking and follow up work from team meetings to include circulation of minutes, inform relevant parties of outcomes and undertake any additional follow up work required
- To monitor resources of the service – assessment equipment, tests, and other supplies to ensure stocks are maintained
- To assist the delivery and set-up of equipment in a variety of settings across the city
- To exercise independent judgement and initiative based on good practice and acquired knowledge in problematic situations
- To manage calls and e-mails into the service from parents/professionals and managing the appointment system

- To be responsible for organising pre-prepared training materials, and to support the delivery of city-wide training/awareness sessions for parents and professionals in a variety of settings
- To communicate effectively with parents, carers and professionals and support partnership working with children, young people and their families
- To liaise with school staff and other professionals within the Children and Young People's Service and partner agencies to ensure that policy and practice in relation to Children's Occupational Therapy Service is communicated effectively
- To contribute to project management/development within the Children's Occupational Therapy Service
- To work within local guidelines, procedures and protocols of the Children's Occupational Therapy Service
- To comply with the Standard Operating Procedures of the service
- To engage in and contribute to personal development activities and training.
- To contribute to the coaching and development of appropriate staff and participate in the induction of students and other staff
- To participate in audit and evaluation activities as requested
- To undertake a support function on information sharing and data protection.
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To maintain confidentiality of information at all times in accordance with the procedures of the Freedom of Information Act and Data Protection
- To provide support to other areas of the business unit as and when required

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
- Monitor financial performance and deliver within budget
- To co-ordinate the processing of orders and the issuing and payment of invoices for the Children's Occupational Therapy team using the LCC financial management system, including the tracking of credits and debits
- To maintain records and provide up to date financial management information reports for the Team Manager and Finance to assist with the monitoring of service budgets

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 will be predominantly office based but there will be a requirement for the post holder to attend meetings held at various locations e.g. Children's centres

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

- Relevant qualifications in literacy, numeracy, (GCSE standard or equivalent) or qualification in business administration at Level 2 or above (A/I)

Desirable

- Evidence of current and continuous professional development
- Relevant ICT qualification
- Successful completion or commitment to undertake SAP training

Experience

Essential

- Extensive experience in the use of all aspects of IT including Microsoft Office Suite, including the ability to create complex spreadsheet and presentations using power point, intranet and internet (A/I/E/T)
- Experience of working as part of a team (A/I)
- Experience of providing administration and data support as part of team working (A/I)
- Recent experience of working within an educational, health or social care environment (A/I)

- Experience of dealing with sensitive, contentious and complex queries, ensuring highest quality standards in terms of professional practice and maintaining confidentiality (A/I)

Desirable

- Experience of administering meetings including minute taking, arranging meetings, courses and conferences and associated functions/ decision making panels
- Experience of financial systems (e.g., SAP)
- Experience using service user record systems (e.g. Liquid logic)
- Experience working with multi-agency teams

Skills/Abilities

Essential

- Evidence of good oral and written communication skills, using high standard of literacy and numeracy (A/I)
- Ability to work as part of a team but also work under own initiative with minimal supervision (A/I)
- Ability to work effectively to timescales and meet deadlines (A/I)
- Good organisational skills (A/I)
- Awareness of data protection and confidentiality. (A/I)
- Ability to efficiently co-ordinate data collection and perform statistical analysis, presenting that analysis clearly and concisely, for a range of client groups, in a range of formats as appropriate (A/I)

Desirable

- Ability to undertake purchasing and invoicing within Council policies and procedures
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- Ability to efficiently co-ordinate data collection and perform statistical analysis, presenting that analysis clearly and concisely, for a range of client groups, in a range of formats as appropriate
- A general knowledge and understanding of current education legislation, policy and working practices
- Ability to liaise professionally with staff at all levels and to communicate effectively with members of the public
- A general knowledge and understanding of current relevant legislation, policy and working practices regarding disabled children and children with additional needs

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to the City Council's Equal opportunities Policy