

ROLE DESCRIPTION

Role title	Senior Business Support Assistant		
Directorate	Childrens Services		
Reporting to	Business Support Supervisor or Business Support Officer		
Grade	14		
Evaluation ref;	AG0250	Job Family Ref:-	BAC
Role purpose			
<p>To provide a comprehensive administrative support to Childrens Services, for Inclusion Services and/or Education Partnerships & Skills Services.</p> <ul style="list-style-type: none"> Working within our supportive and collaborative business administration teams, you will receive ongoing training and support to use a variety of platforms for data entry and information processing data of a confidential and sensitive nature. Within your team you will have an essential role in supporting our frontline operational colleagues who support children, young and people and their families. You will be working and communicating with education settings and schools, other Local Authorities, partner agencies and parents and carers. Providing extensive support to a range of meetings and forums. 			
Key results area	Accountability		
Service knowledge and Processes	Development and maintenance of acquired knowledge concerning operational/service-based specialist processes and procedures in order to support practitioners and/or senior officers. In addition the role requires an understanding of operational standards and priorities and the context in which decisions are made.		
Responsibility for processes and actions in support to a wide range of meetings	Take the lead responsibility for organising, administering, and minuting/recording a range of meetings, panels, reviews, conferences, etc. Many of these will be multi-agency and take place within statutory/regulatory frameworks and deadlines. The subject matter may be complex/sensitive/confidential and will require close working with senior officers to ensure due process and accurate outcome recording. Notes from these meetings can be used in court proceedings or other judicial processes.		
Contacts and Relationships	To act as the first point of contact and due to the nature of the service provided the enquiries will often be sensitive/complex/contentious. Use experience, acquired knowledge and discretion to answer, resolve queries, provide and explain information as directed by a senior officer		

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	<p>or to make an accurate record of the request/complaint and ensure that it is passed to a suitable respondent.</p> <p>Regular contact with professional staff from partner agencies and other public bodies to pass and receive information, make arrangements or deal with queries. These contacts may be in a statutory or formal setting.</p> <p>The role will often require direct contact with service users who may be distressed or challenging. These contacts require tact and discretion and the ability to explain sometimes complex situations in a way that can be readily understood by the service user.</p> <p>The role will bring occasional contact with senior managers and elected members seeking advice and/or information. Also, the work regarding the organisation and arrangements for meeting may require some first level negotiating skills.</p>
Supporting role direct and indirect and team working	<p>Provide direct support to senior officers, managers, practitioners and operational staff during the working day by arranging and prioritising operational activities which will involve engagement with service users, members of the public, other agencies and stakeholders. This requires a clear understanding of the practitioners/senior officers commitments and capacity and/or ability to assess priorities, deadlines and availabilities.</p> <p>The postholder will work closely with operational members of staff and their managers. Effective communication and excellent team working skills and abilities are required to ensure business support is focused, prioritised and equitable.</p>
Use of technology, Microsoft Office 365, databases, social media, internal platforms and record systems	<p>Use and/or manipulate reporting and recording systems to provide senior officers with management information. Use standard performance reporting systems to access/monitor collective performance information, identify areas of concern and make recommendations/referrals to practitioners/senior officers</p>
Financial responsibilities	<p>Where required provide business support for a range of financial administrative matters e.g. invoice preparation, monitoring of payment transactions and debt monitoring. Ensure accurate cash handling and reconciliation in line with SC Financial policies and regulations.</p>

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Specialist functions to support legal and adherence to government legislation	Where required manage the local administration of specialist permits, enforcement notices, claims and recharges. Process work within government legislative timeframes and collate a range of information to support legal processes and outcomes.
Supporting the service delivery functions	Promote and advise of the range of services provided on a daily basis where required. Prepare and undertake the production of service directories, brochures and service support publications
Adherence to established SC policies and procedures	In liaison with others the role may include tasks relating to the local management of the building within established SC policies and procedures
Supervision / Mentoring	Some roles provide the ability to have direct supervision of clerical staff and/or mentor Apprentices, as part of career progression into managerial roles.
Research / Project work	Use initiative and acquired knowledge to carry out research/project work as required
Support the Aims of Somerset Council	Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Qualification/Knowledge/Experience/Skills

Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> Be educated to GCSE level including English and Maths or hold an NVQ level 3/QCF Level 2 standard or equivalent 	
Knowledge / Skills	
Essential	Desirable
<ul style="list-style-type: none"> Excellent communication skills both verbal and written. Have an ability to prioritise conflicting work demands and make decisions. Work at pace 	<ul style="list-style-type: none"> Knowledge and understanding of the Childrens Services. Demonstrates an understanding and commitment to safeguarding and promoting the welfare of children.

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<ul style="list-style-type: none">• Ensure accuracy of data• Sound organisational skills.	<ul style="list-style-type: none">• Experience of using and/or understanding of data bases• Working as part of a team• Understanding of Data Protection
Experience	
Essential	Desirable
<ul style="list-style-type: none">• Experience of working in an office environment and/or administration role.• Sound working knowledge of Microsoft Office 365 applications in particular Microsoft Word, Microsoft Excel, SharePoint, including a competent level of numeracy and literacy.• Experience of customer service.	<ul style="list-style-type: none">• Experience organisation and administration support to meetings• Experience in handling data in a variety of platforms and IT applications• Experience of social media
Dimensions of role	
<p>Within some teams you may have the ability to have direct supervision of clerical staff and/or mentor Apprentices, as part of career progression into staff management roles.</p> <p>Within some teams you may be responsible for a range of financial business support activities e.g. petty cash management, supporting payments function for fines, debt collection, ordering of goods and services, working alongside specialist financial colleagues.</p> <p>The business support teams support services where there is a high volume of work received, to be processed in a timely manner, adhering to statutory timeframes and legal processes.</p> <p>Some teams have the responsibility for raising invoices, monitoring payments and debts.</p> <p>Where required the role may include responsibility for the safe operation of buildings and equipment.</p>	
Notes	
Competencies / attributes	<ul style="list-style-type: none">• Positive, committed, adaptable, thorough and confident approach.• Able to practice high levels of confidentiality at all times.• Proactive and able to work with little supervision, using own initiative.• Ability to prioritise work to meet changing deadlines with a flexible approach to work.• Drive and self-motivation – “can do” attitude.• Ability work as part of a collaborative team

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	<ul style="list-style-type: none">• Demonstrate good accuracy skills and attention to detail• Good communication skills at all levels
Working conditions:	Ability to travel to different locations across the county
Working arrangements:	<ul style="list-style-type: none">• Office based/hybrid• Flexible Hours between 8am and 6pm Monday to Thursday and 8am and 4:30pm Friday