JOB DESCRIPTION

Job Title	Senior Business Support Assistant DOLS		
Directorate			
Reporting to			
Grade	14		
Evaluation ref:	AG0250	**Job Family ref:**	
Role purpose			
Responsibilities			

1. The Assignment requires the 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 Assignment requires an understanding of operational standards and priorities and the context in which decisions are made.
2. 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.
3. 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 or to make an accurate record of the request/complaint and ensure that it is passed to a suitable respondent.
4. 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.
5. 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.
6. Where required provide business support by taking the lead responsibilities for a range of financial administrative matters e.g. budget forecasting, allocating and monitoring, providing financial administration. Ensure accurate cash handling, banking and reconciliation in line with SCC Regulations.

7. Where required manage the local administration of specialist permits, enforcement notices, claims and recharges, etc.
8. As part of the first point of contact actively 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.
9. In liaison with others the Assignment may include tasks relating to the local management of the building within established SCC policies and procedures.
10. The Assignment may contain the work supervision and deployment of an individual Support/Clerical Assistant.
11. Use initiative and acquired knowledge to carry out research/project work as required.

Impact

Contacts & Relationships

- 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.
- The assignment holder will often 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.
- The assignment 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.
- The Assignment 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.

Resources

The Assignment may contain the responsibility for a range of financial business support activities e.g. budget forecasting, budget management, petty cash management.

Where the office/team has a responsibility for collecting/receiving cheques/cash, the Assignment will ensure the accurate receipt, processing and safe handling of the cash/cheques.

Where required the Assignment may include responsibility for the safe operation and keeping of buildings and equipment.

Knowledge / Experience / Skills

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	Essential	Desirable	
Knowledge			
Excellent communication skills both verbal and written.	X		
Have an ability to prioritise conflicting work demands and make decisions.	X		
Work at pace.	X		
Experience			
Experience of working in an office environment and/or administration role.	X		
Sound working knowledge of Microsoft Office 365 applications in particular Microsoft Word ,Microsoft Excel, SharePoint, including a competent level of numeracy and literacy.	X		
Experience of customer service.	X		
Experience organisation and administration support to meetings.		X	
Experience in handling data in a variety of platforms and IT applications.		X	
Experience of social media.		X	
Understanding of Data Protection.		X	
Qualifications / Registrations / Certifications			
Be educated to GCSE level including English and Maths or hold an NVQ level 3/QCF Level 2 standard or equivalent.	X		
Skills			
Ensure accuracy of data.	X		
Sound organisational skills.	X		
Experience of using and/or understanding of data bases.		X	
Working as part of a team.		X	
Working Conditions			
Working Arrangements			

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Somerset Council's dynamic Working Strategy will be applied to this position.
Corporate Responsibilities
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.

Date: 6th August 2024