

JOB DESCRIPTION

Job Title	Business Support Assistant		
Directorate	Infrastructure & Transport		
Reporting to	Public Transport Manager Transporting Somerset		
Grade	15		
Evaluation ref:	AG0251	Job ref:	Family BAC15
Role purpose			
<p>The Business Support Assistant within the Directorate at Somerset Council plays a crucial role in providing comprehensive administrative support to ensure the smooth operation of the team. This role involves a variety of tasks including managing correspondence, coordinating meetings, and maintaining records. The postholder is responsible for handling sensitive information with confidentiality, supporting financial processes, and acting as a first point of contact for internal and external stakeholders. The role requires strong organisational skills, attention to detail, and the ability to work independently as well as part of a team. The postholder contributes to the efficiency and effectiveness of the Directorate by ensuring that administrative processes are carried out accurately and promptly.</p>			
<ul style="list-style-type: none"> • Provide general administrative support including sorting and distributing post, photocopying, and scanning documents. • Coordinate diaries and arrange meetings, including booking venues and organising car parking. • Provide word processing services, including the preparation of text, tables, spreadsheets, and official documents. • Maintain confidentiality of sensitive information during document preparation and storage. • Prepare and issue routine correspondence using standard templates. • Minute and note-take at meetings, ensuring accurate records are maintained. • Update and maintain computerised record systems, ensuring data accuracy and confidentiality. • Act as the first point of contact for clients, suppliers, the public, and staff, providing information and resolving queries. • Process orders for stationery, goods, and services, and handle invoices and accounts. • Administer petty cash and other local financial processes, ensuring accurate records are kept. • Support IT system housekeeping and routine health and safety tasks. • Promote the council's equality, diversity, and inclusion policies in all interactions. 			
Impact			

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Contacts & Relationships

- In many cases the assignment holder will be the first point of contact of service as well as administrative matters.
- This will involve regular front line telephone or personal contact with service users and members of the public who on occasions might be distressed or challenging requiring the postholder to use tact and discretion and to decide on the best course of action to take and the confidentiality involved.
- There is regular interaction with community groups, elected members, and external agencies to pass and receive information or deal with routine queries.
- Regular contacts occur with Business Support and service colleagues to pass and receive information, to receive work instruction and to resolve front line problems.

Resources

- Where the office/team has a responsibility for collecting/receiving cheques/cash, where authorised the assignment holder will ensure the accurate receipt, processing, and safe handling of the cash/cheques.
- The assignment may also include the day-to-day administration of petty cash or other local financial activities or processes.
- Where appropriate take responsibility for the monitoring and safe keeping of office and other equipment.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Understanding of administrative processes and procedures.	x	
Knowledge of data protection and confidentiality principles.	x	
Familiarity with financial processes and petty cash handling.		x
Awareness of health and safety regulations.		x
Knowledge of the sector and its administration requirements.		x
Understanding of Somerset Council's policies and procedures.		x
Experience		
Previous experience in an administrative support role.	x	

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Experience in handling confidential information.	x	
Experience in using computerised record systems.	x	
Experience in coordinating meetings and managing diaries.		x
Experience in financial administration and processing invoices.		x
Experience in minute-taking and preparing official documents.		x
Qualifications / Registrations / Certifications		
GCSEs or equivalent in English and Maths.	x	
NVQ Level 2 in Business Administration or equivalent.	x	
Training in data protection and confidentiality.		x
Certification in health and safety.		x
IT qualifications or training.		x
Customer service training.		x
Skills		
Excellent organisational and time management skills.	x	
Strong communication skills, both written and verbal.	x	
Proficiency in Microsoft Office applications.	x	
Ability to work independently and as part of a team.	x	
Attention to detail and accuracy.	x	
Problem solving skills and the ability to use initiative.		x
Working Conditions		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> • Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events. • Location: The primary work location is County Hall or other operational locations such as fleet depots, with opportunities for remote work as per organisational policies. 		

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- **Travel:** Involves frequent travel across rural areas of Somerset and lone working on occasion.
 - **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Dimensions of the role

Working Arrangements

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

Corporate Accountabilities

- 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: 22/01/2025