

Business Support Officer - Grade 6

Job purpose

At Kirklees we work in an innovative and creative way to deliver our services to our communities. We are always looking for better and smarter ways to work and the right people to help us to do that.

This job is part of the Business Support job family, which is a key role in supporting our teams to deliver high quality services. You will contribute to the effective running of the Council with your first class and efficient administrative support skills.

You will work as part of a team in one of the Council's many bases or locations, providing specialist/technical business support to one of the Council's services and help us to achieve our vision to be a district which combines a strong, sustainable economy with a great quality of life – leading to thriving communities, growing businesses, high prosperity, and low inequality where people enjoy better health throughout their lives.

This role is a generic role across the Council, please see the job focus sheet for specific details. Find out more about [working for Kirklees](#).

Key areas of responsibility

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work. The right behaviours and attitudes are as important to us as the skills you bring to the job.

Flexible and proactive, with a positive approach you are open to new ways of working and keen to provide excellent customer service.

You will have a friendly and polite manner, enjoying the opportunity to engage with a wide range of customers from both inside and outside the Council, giving you the chance to practice your excellent communication skills.

Working with people and as part of a team you are keen to share your experience with new or less experienced members of the team, providing advice and guidance to others as required.

You will have the ability to analyse routine statistical information and be able to produce management information as required, including providing research and support for projects.

In this role you will be supported to gain new skills and experience to equip you to develop in your role or to progress within the business support family.

- Provide effective, flexible, and responsive administrative support.
- Customers receive an excellent service, including those who may be upset and/or present challenging behavior, through the provision of detailed advice or acting where appropriate.
- Deal with confidential and sensitive information appropriately.

- Create documents formatted to service standards and within deadlines.
- Work is planned to meet targets, standards, and deadlines.
- Arrange and prepare for meetings and events in advance, recording and documentation is timely and accurate.
- Work proactively as a member of a team to achieve team and service objectives, offering support and assistance to colleagues as required.
- Follow corporate procedures for customer care and data management.
- Develop, implement, maintain, and monitor effective administrative systems to support the work of the team.
- Use IT appropriately and proactively to improve efficiencies and ensure information management is secure and fit for purpose.
- Deal with financial information accurately and effectively in accordance with Council procedures, dealing with discrepancies in appropriate manner.
- Use manual and computerised systems to carry out calculations and input/extract information accurately and within deadlines, including the provision of accurate and statistical management information.
- Maintain effective stock management and assist team members in the use of these systems.
- Ensure office equipment is used proficiently and within health and safety principles.
- Provide support to projects and research as directed.

Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Advanced knowledge of applications and systems such as Microsoft Office or bespoke service systems to enable an effective support to be provided and advice given to colleagues as appropriate.	Essential
Literacy skills to be able to produce complex and specialist documentation.	Essential
Numeracy skills to be able to produce statistical information and deal with financial information.	Essential
Certificate in Business and Administration NVQ 3 or able to demonstrate equivalent skills.	Essential
Always demonstrate excellent customer service.	Essential
Committed to personal and career development and willing to undertake further training.	Essential
Work hard to contribute to team goals.	Essential
Have a flexible and adaptable approach to working in a team.	Essential
Able to travel to meetings at different work locations when required.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Business Support	Grading ID	61910
Job ID	80100188	Last Updated	April 2020
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	See Job Focus	DBS Type	See Job Focus
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked By	J Drake		

A Day in the Life.....

Business Support Officer - Deprivation of Liberty Safeguards (DoLS)

The working environment is extremely fast-paced where a pro-active approach and constant re-prioritisation of work is required. The workload is shared between all team members so being supportive, a good team player and excellent communicator ensures the work is processed professionally and effectively.

Daily roles and responsibilities

- Processing the DoLS applications following a stringent procedure - this includes:
 - data processing (input and retrieval)
 - accessing Care First (input and retrieval)
 - using secure data transfer (AnyComms))
 - dealing with confidential and sensitive data
 - working with tight statutory timescales
 - liaising and negotiating with internal and external colleagues (including Best Interest Assessors; Section 12 Doctors and Service Managers)
 - Preparing all paperwork after authorisation has taken place
 - Ensuring further applications are submitted and outstanding paperwork is received from the Relevant Person's Representatives (RPRs)
- Working closely with DoLS Operational colleagues to ensure a seamless process.
- Occasional administrative support will be required for the Best Interest Assessor (BIA) Forums, attending meetings to take notes, arranging meeting and liaising with external assessors.
- Screening and processing of invoices via Councils financial system SAP.
- Answering office phone and dealing with all queries appropriately
- Dealing with all emails in the team email boxes
- Dealing with day to day post