

Business Support Officer – Grade 5

Job Purpose

Carephones is a fast paced team, where common sense, quick thinking and a pro-active approach is key. The office environment is open plan, is shared with Mobile Response, Kirklees Direct Out of Hours and Short Term and Urgent Support Out of Hours so a level of professionalism is expected at all times. Flexible working from home can be accommodated after the training period for some of the time.

Each day is different with regards to work requests coming in but there are set roles and responsibilities to do each week which must be processed to allow data to be extracted for information. Knowledge of IT packages is essential, this role does require use of excel spreadsheets and data entry into databases as well as specialist systems

Key areas of responsibility

There are a variety of administrative, financial, and business support duties that may form part of your job and it will be expected that you deal with information which may be sensitive or confidential. You will need to be confident in dealing with people who have physical disabilities, learning disabilities or dementia.

Main duties:

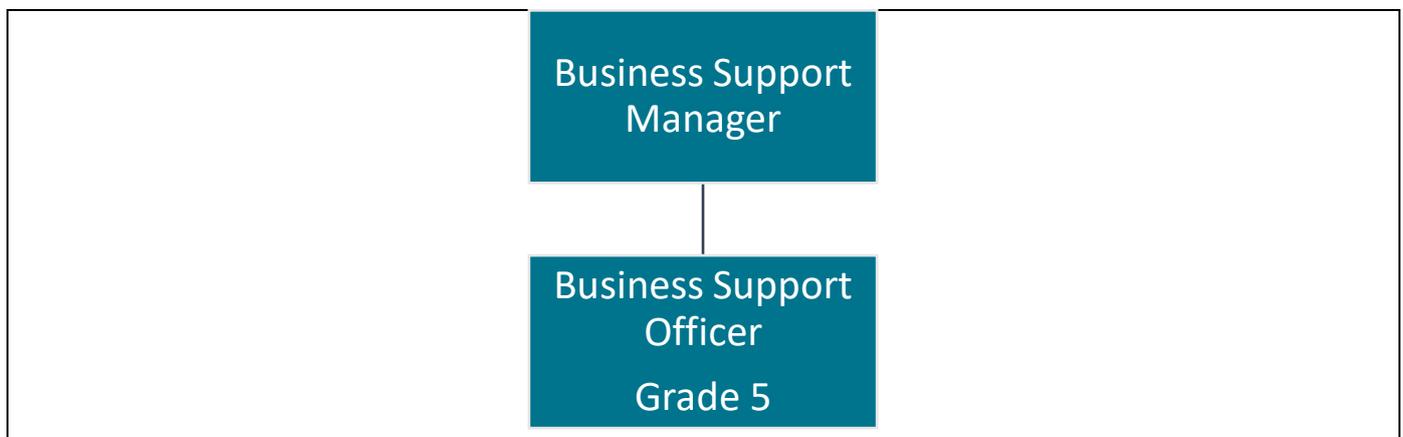
- Maintaining electronic records for monitoring purposes - Answerlink and Carefirst.
- Answering Office Phone and dealing with all queries appropriately
- Dealing with all emails in the Business Support email box
- Completing Pre-Review forms when requested by S/W
- Booking team meetings and creating agendas
- Booking jobs for installers and in electronic diaries
- Minute taking at team meetings, producing minutes, and circulating
- Supporting team with IT issues
- Ordering stock using SAP – input purchase orders, check deliveries and outstanding items, receipt, and check invoices before sending for payment
- Completing Carephone Reviews
- Uploading documents onto wisdom
- Adapting letter templates, formulating letters to cover individual circumstances for service users or staff and responding to correspondence from service users
- Record all incoming and outgoing post
- Updating or producing new procedures for team manuals
- Inputting Lone Workers onto Answerlink
- Ensuring all job sheets are correctly filed in Installers diaries and Hazards checked
- Creating new staff files
- Updating staff rotas and circulating

- Monitoring of all installs/ maintenance –updating spreadsheet and sending to management
- Updating compliments and complaints log
- Updating and forwarding Violent Incident Log
- Completing monthly reports – Scheme and Lone Worker report
- Completing weekly reports – Answerlink call reporting for MIO, CFA cancellations, last 7 days installed at start of week. Low battery report and Carephone user count weekly at end of week
- Ordering staff id badges and headed stationary through I Pro Print
- Ordering all Carephone leaflets/booklets
- Updating staff files- sickness and recording all training
- Data Tidy Up- amending errors on carefirst made by team
- Update and maintain Fire Procedures

Contacts:

- Service Users and their families
- Senior managers
- Suppliers

Position of job in organisational structure



For Office Use Only:

Job Category	Business Support	Grading ID	61900
Job ID	80100187	Last Updated	June 2020
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	
HR Checked	M Lunn		

Business Support Officer – Grade 5

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 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 Council Wide Role the job focus sheet will explain the service specific requirements. Find out more about [working for Kirklees](#).

Key areas of responsibility

You will provide a flexible and responsive business support service through a range of duties including:

- Specialist word processing.
- Specialist IT administration.
- Arrange meetings and take minutes as appropriate.
- Facilitate and support meetings and events as directed.
- Data processing (input and retrieval) – including service-based IT systems.
- Information and records management as directed.
- Responding to non-routine enquiries/complaints, signposting as required.
- Cash handling and processing of invoices or cheques.
- General administrative duties as required.
- Project work (under supervision).
- Produce basic statistical and management information.
- Order maintains and issue supplies and services.

- Provide effective, flexible, and responsive administrative support.
- Respond to enquiries sensitively and resolve appropriately, directing more complex calls to the appropriate officer.
- Deal with confidential and sensitive information appropriately.
- Produce documents formatted to service standards and within deadlines.
- Work is planned to meet targets, standards, and deadlines.
- Follow corporate procedures for customer care and data management.
- Develop and maintain 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.
- Use manual and computerised systems to carry out calculations and input/extract information accurately and within deadlines.
- Maintain effective stock management.
- Ensure office equipment is used proficiently and within health and safety principles.

Position of job in organisational structure

See specific Job Focus sheet for line management responsibilities.

Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
IT skills to support working with packages such as Word, Excel, and Access as well as service specific IT packages.	Essential
Literacy skills to be able to produce specialist documentation.	Essential
Numeracy skills to be able to produce statistical information and deal with financial information.	Essential
Certificate in Business and Administration NVQ 2 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.

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Standby	No	Other	No
Checked By	J Drake		