

A day in the life

Grade 5 Business Support Officer – Assessment & Intervention Service

Our Business Support Team is a large team of Business Support Officers who are based over 4 sites across Kirklees, Dewsbury, Batley, Huddersfield Central Slaithwaite. We offer business support to teams of Social Workers, Team Managers and Service Managers who deal with Family Support and Child Protection cases.

This is a very busy team who have a large variety of tasks to complete on a daily basis.

A significant part of the work is in facilitating and minuting meetings, dealing with Finance systems for ordering goods & payments, dealing with clients via phones / e-mails and supporting Social Workers, Team Managers and Service Managers. Use of Councils Database is also a large part of this role, training will be given on all systems you are required to use.

The role demands excellent organisational skills and the ability to prioritise work using your own initiative whilst at the same time embracing the ethics of good team working.

Tasks you may perform in a typical working day:

- Minuting Meetings
- Screening phone calls
- Actioning tasks sent to the team's resource email account
- Interrogating/Updating Liquid Logic and Wisdom
- Diary management (Outlook)
- Typing
- Cash handling / purchasing goods
- Collection and distribution of post
- Using financial spreadsheets (Excel)
- General admin duties e.g. photocopying, scanning etc.