

One Adoption West Yorkshire (hosted by Leeds City Council) Children's Services

LEEDS CITY COUNCIL - JOB DESCRIPTION

Directorate: Children and Families

Service Area: One Adoption West Yorkshire

Job Title: Business Support Officer

Grade: B3

Responsible To: Business Support Lead Officer C1

Responsible For: Day to day supervision of Business Support Assistant at B1

Conditions of Service: NJC Conditions apply

CORE VALUES, AMBITIONS AND GOALS FOR ONE ADOPTION WEST YORKSHIRE AND CHILDREN'S SERVICES EMPLOYEES

As an adoption agency our Ambition is to be the best regional adoption agency in the UK

Our behaviours will be influenced by our values of:

- Working as a Team for One Adoption West Yorkshire and Leeds.
- Being Open, Honest & Trusted.
- Working with Communities.
- Treating People Fairly.
- Spending Money Wisely.

One Adoption West Yorkshire

Our Vision

We want One Adoption to be a Child Friendly agency and are committed to ensuring that children and young people;

- Are safe from harm.
- Do well at school and are ready for work.
- Choose healthy lifestyles.
- Have fun growing up, and.
- Are active citizens who feel they have voice and influence.

Our goals

We believe that every One Adoption West Yorkshire and Children's Services employee can make a contribution to make our vision a reality and we encouraged everyone to work as part of the agency team to shape children and family centred local services based on our priorities of:

- Helping children to live in safe and supportive families.
- Ensuring that we protect the most vulnerable.
- Encouraging activity and healthy eating.
- Improving support where there are additional health needs.
- Promoting sexual health.

- Readiness for school.
- Improving behaviour, attendance and achievement.
- Reducing the numbers of young people who are not in employment, education or training.
- Providing opportunities for play, leisure, culture and sporting opportunities.
- Reducing youth crime and anti-social behaviour.
- Increasing participation, voice and influence.

Job purpose:

To work as part of a team to provide an effective and efficient administration and support service as part of a regional business support team. Primary areas of work to include, data inputting, word processing, responding to telephone queries, recording accurate information into manual and E-Systems and a range of other administrative work providing a timely response to all requests.

Responsibilities:

- To supervise business support assistants, including regularly instructing, checking work and advising and/or training staff.
- To use clerical time efficiently and to ensure the smooth running of the office, maintaining up to date computer-based and manual filing systems.
- To support the lead officer(s) in updating and managing administration functions.
- To operate relevant ICT packages e.g. word, excel, publisher, databases, spreadsheets, internet, and mail merge.
- To assist in the website in respect of updating information and importing/exporting data.
- To provide general administrative support, including duplicating/photocopying, other reprographics, completing standard forms, responding to routine correspondence.
- Act as the first point of contact for customers and visitors – both in person and on the telephone, in a courteous, professional, calm and friendly manner.
- To maintain relationships with colleagues in other local authorities and external agencies.
- To maintain diaries and arrange appointments.
- To deal with enquiries in a friendly, efficient and approachable manner.
- To open, log and distribute both internal and external mail.
- To assist in the organisation and booking of visits and events.
- To take minutes at meetings.
- To assist lead business support officers in dealing with correspondence, records and enquiries relating to the service.
- To use the financial accounting systems, procedures and organisation in order to assist in the operation of the financial procedures.
- Raise orders for goods and services on internal requisition, as directed by Senior Officer.
- To maintain stationary stocks.
- To be aware of and comply with all Leeds City Council policies and procedures e.g child protection, health, safety, and security, equal opportunities, confidentiality and data protection, reporting all concerns to an appropriate person.
- To attend relevant meetings and in-service training and seek to further extend skills, knowledge and experience in order to develop personal effectiveness in the role.
- Ensure that electronic and paper based records are kept updated.
- To undertake any other duties that is commensurate with the job evaluation outcome for this post.

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method of Assessment will be through one or more of the following Application Form, Test, Interview or Certificate.

Qualifications: NVQ Level 3 or equivalent is desirable

Skills Required:

- Able to communicate effectively with a wide range of people.
- Able to process documentation using Microsoft office applications.
- Able to accurately enter/retrieve data information from information systems.
- Able to work flexibly as part of a team & show initiative.
- Able to prioritise work to meet conflicting deadlines.
- Able to demonstrate good numeracy & literacy skills.
- Able to assist in the training of new team members.
- To display a responsible and co-operative attitude to working towards the achievement of the service's aims and objectives.

Knowledge required:

- Of general office procedures and practice.
- Of relevant financial regulations to carry out financial transactions.
- Knowledge of Data Protection legislation.

Experience required:

- Of dealing with queries from a wide range of people.
- Of working in partnership with others to deliver work to set deadlines.
- Of providing customer focussed services.
- Of participating in teams and working on own initiative.
- In the use of the Microsoft package.

Behavioural & Other Related Characteristics required:

- Committed to continuous improvement.
- Ability to understand and observe the Council's Equal Opportunities Policy.
- To carry out all duties having regard to an employee's responsibility under the Council's Health & Safety Policies.
- Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development.

PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS: It is desirable that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates.

Qualifications:

- NVQ Level 3 or equivalent.
- Qualifications demonstrating ability in numeracy and literacy.

Experience required:

- Of extracting and analysing data from information databases.
- Of taking minutes.
- Of staff supervision.

Job Description Content Prepared / Reviewed by:
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