

LONDON BOROUGH OF LEWISHAM JOB DESCRIPTION

Designation:	Senior Business Support Officer	Grade:	Scale 6
Reports To (Designation):	Business Support Team Leader	Grade:	Po1-Po4
Directorate:	Children & Young People	Section:	Children's Social Care

Main Purpose Of The Job:

To provide customer-focused, efficient and effective administrative and clerical support to the Children's Social Care workforce, including project support where required.

To deliver a wide range of both routine and more complex administrative tasks in order to support the effective and efficient delivery of services within Children's Social Care.

To support the accuracy, maintenance, and development of data and information systems in response to changing needs and to ensure effective implementation and review.

To provide on-going support and guidance to Business Support Officers.

Summary Of Responsibilities And Personal Duties:

The knowledge required to undertake these tasks will reflect the specific legislative, policy and operational requirements of Children's Services and the individual services the postholder is designated to support.

General Administrative Support

Support, guide and mentor Business Support Officers on all aspects of the work, including providing input into the PES process as required.

Receive, sort and distribute incoming and outgoing post (including via electronic systems) for the division.

File records in an accurate and timely fashion and maintain electronic or paper filing systems using key systems such as EHM, LCS, ContrOCC.

Photocopy, scan and index documents to ensure information can be distributed to intended recipients.

Collate, print and distribute documents or materials as required by the team.

Organise and support the delivery of events and training courses (including booking venues or catering and arranging travel/accommodation).

Organise or support the organisation of staff/ statutory visits, meetings and case conferences (including preparing papers, inviting attendees, booking travel).

Take accurate minutes or notes at meetings, panels or other events (including more complex or sensitive situations), ensuring confidentiality is maintained at all times.

Support the maintenance of records and monitoring for service budgets and contract registers.

Manage all internal queries and information requests (only referring more complex queries to Team Managers or Team Leaders).

Undertake a range of ICT and mobile phone requests, including training new staff, setting up user accounts, maintaining telephone and email lists, ordering hardware, updating web information and ensure up-to-date awareness and skills to perform these tasks.

Perform basic troubleshooting for Microsoft Office, line-of-business systems (and manage requests to external contractors e.g. IT services) and MFDs

Raise Purchase Orders (PO's) and process invoices and be responsible for authenticating invoices and payments in accordance with the Council's financial procedures and regulations.

Undertake general office management tasks, including supporting Business Continuity and Health & Safety processes, completing Display Screen Equipment (DSE) or other risk assessments and maintaining corporate registers or contract lists.

Research and collate information for complaints and Freedom of Information (FOI) requests, in support of Team and Service Managers, liaising with staff and managers to ensure that deadlines are met.

Undertake data collection for employee performance as required by Team Leaders or the Hub Manager.

Coordinate recruitment activity for temporary and permanent staff (in conjunction with individual services and HR)

Coordinate induction and training sessions for new staff within the department.

Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection (reporting all concerns to an appropriate person)

Work flexibly across the Children's Social Care Business Support Hub to provide cover for other officers as required.

Buildings & Premises Support

Order and issue stationery, supplies and other equipment (including service-specific items) when requested, following standard approval processes and ensuring the safe and secure storage of items.

Receive deliveries and check goods received against purchase order forms.

Maintain storage spaces and public areas (including printers and scanners) ensuring that all equipment and office areas comply with Health & Safety requirements.

Service Specific Support

Manage both routine and more complex enquiries from customers via telephone, face-to-face, web or email in a sensitive, courteous and professional manner, resolving the majority of issues and only referring on to a Team Leader when necessary.

Provide basic information on individual services, processes or legislation/procedures and signpost to other sources of information (including relevant officer or service).

Receive, log and process applications, referrals or contacts, ensuring that the correct information is obtained and recorded in relevant systems.

Create, maintain and update customer information on systems and databases using key systems such as EHM, LCS, ContrOCC.

Arrange payments to customers via prepaid cards, BACS transfer or other mechanisms ensuring proper accounting processes are adhered to and in accordance with Council financial regulations.

Obtain necessary customer documents and verify as required.

Prepare cases, files and related documents for approval and review.

Book appointments for customers using the Council's electronic room booking system and other systems.

Produce and distribute public information materials.

Book interpretation and translation services as requested (including liaising with provider).

Extract information from systems or databases and provide reports to managers as part of service, departmental, organisational or national reporting requirements.

Undertake both basic and more complex information searches when required (using the internet, intranet or other sources).

Provide project management support as requested.

Other Duties

Ensure that highly sensitive information is dealt with appropriately and that business support is delivered in accordance with the principles of the Data Protection Act 1998 and the General Data Protection Regulations 2018.

Work flexibly across the Children's Social Care Business Support Hub to provide cover for other officers as required.

Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public

Assist in carrying out the Council's Environmental Policy within the day to day activities of the post

Undertake other duties, commensurate with the grade, as may reasonably be required

Consideration will be given to restructuring the duties of this post for a disabled postholder

Internal Contacts: Officers and managers from all services supported by the Children's Social Care Business Support Hub, plus Information Management & Technology Service, Transformation and Development Team, Human Resources etc.

External Contacts: A range of suppliers for core council contracts, IT systems, police, public sector, voluntary sector etc.

Other Duties

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number Of Fully Managed Staff:

n/a

Number Of Partially Managed Staff:

n/a

PERSON SPECIFICATION

JOB TITLE: Senior Business Support Officer

DEPARTMENT: Children's Social Care

GRADE: Scale 6

Note To Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies	
Awareness of Equal Opportunities issues	S

Knowledge

Excellent understanding of the organisation, management and control of administrative, business support and customer contact processes	S
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Working knowledge of one or more of the core services supported by the business support hub	S
Good working knowledge of the requirements relating to handling sensitive data and information, particularly in relation to the Data Protection Act 1998 and General Data Protection Regulations 2018	S
Knowledge of financial procedures and regulations	
Working knowledge of Health & Safety in the workplace	
Good knowledge of customer service provision	S

Aptitude

Ability to effectively develop and implement a wide range of administrative, business support and customer contact processes	
Ability to research information and produce accurate management information in a range of formats.	
Ability to work with minimal supervision, planning and organising a varied workload within a changing environment to meet tight deadlines on a day-to-day basis	
Able to maintain discretion with dealing with confidential information	

Skills

Excellent ICT skills including spreadsheets, databases and word processing	S
Confident user of core business ICT systems (including but not limited to LCS, EHM and Microsoft packages)	
Excellent verbal and written communication skills, with a high level of numeracy	S
Highly developed customer care skills, including an ability to deal sensitively with a wide range of customers and maintain good relationships with internal or external partners (within the public, private and voluntary sectors)	S
Highly developed organisational and time management skills	

Experience

Good demonstrable experience of providing a high-quality and comprehensive administrative service, delivering core business processes to agreed performance standards	S
Good demonstrable experience of dealing with the public face to face, by telephone and via web enquiries	S
Experience of working within a busy team	
Experience of mentoring, guiding and training other staff on a daily basis.	S
Good demonstrable experience in handling contentious and confidential issues in an effective manner	S

Experience in working within a pressurised environment, prioritising and organising conflicting workloads	S
Experience of liaising effectively with both statutory and non-statutory agencies	
Experience of working on own initiative, but identifying when it is necessary to seek advice or refer on to a senior officer any highly complex or contentious issues	

General Education

Good standard of general education	
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Personal Qualities

Responsive and customer-focused attitude to work	
Flexible approach to meeting the needs of the service and a willingness to learn new skills	

Circumstances

Able to attend meetings in the evenings, to work outside normal office hours and to work beyond minimum hours as and when required to achieve deadlines	
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DBS Disclosure Required? **No** ☐ **Basic** ☐ **Enhanced** ☒

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post

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