

# **LONDON BOROUGH OF LEWISHAM**

## **JOB DESCRIPTION**

<b>Designation:</b>	<b>Education Business Support Officer</b>	<b>Grade:</b>	<b>SC4</b>
<b>Reports to (Designation):</b>	<b>Education Business Partnership Manager</b>	<b>Grade:</b>	<b>PO3</b>
<b>Directorate:</b>	<b>Children &amp; Young People</b>	<b>Section:</b>	<b>Education Business Partnership</b>

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### **Main Purpose Of The Job:**

To deliver high-volume, high-quality routine administrative tasks within the Lewisham Education Business Partnership in order to support the effective and efficient delivery of all services.

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### **Summary Of Responsibilities and Personal Duties:**

#### **General Administrative Support**

1. Receive, sort and distribute incoming and outgoing post (including via electronic systems).
2. Answer the main office telephone, dealing with any queries or passing the information on to the relevant person.
3. Retrieving answerphone messages and actioning accordingly.
4. Manage routine enquiries from stake holders via telephone, face-to-face, web or email in a sensitive, courteous and professional manner, either resolving the issue or referring it to a more senior colleague.
5. Maintaining and updating the electronic database used to manage the work experience program.
6. File records in an accurate and timely fashion and maintain electronic or paper filing systems.
7. Photocopy, fax and scan documents to ensure information can be distributed to intended recipients.
8. Collate, print and distribute documents or materials as required.
9. Take accurate notes at meetings or other events, ensuring confidentiality is always maintained.

11. Raise Purchase Orders (PO's) and process invoices.
12. Assist in the delivery of general office management tasks, including supporting Business Continuity and Health & Safety processes.
13. Undertake data collection from a variety of sources to support the provision of management information.
14. Ordering and Issuing stationery, supplies and other equipment (including service-specific items) when requested.
15. Receive deliveries and check goods received against purchase order forms
16. 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).
17. Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
18. All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
19. 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.
20. Assist in carrying out the Council's Environmental Policy within the day-to-day activities of the post.
21. Undertake other duties, commensurate with the grade, as may reasonably be required.
22. Consideration will be given to restructuring the duties of this post for a disabled postholder.

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:** Education Business Support Officer

**DEPARTMENT:** Education Business Partnership

**GRADE:** Scale 4?

Note to candidates

The Personal 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.

**Those categories marked with 'S' will be used specifically for the purpose of shortlisting.**

**Use real examples of where and how in your career you have demonstrated the skills, experience, and aptitude required for the post.**

**Please make sure your person specification is no more than two sides of A4 (approximately 600 words in total).**

If you are a disabled person and 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.

<b>Equal Opportunities</b>	1. Commitment to implement London Borough of Lewisham's Equal Opportunity policies.	S
	2. Awareness of Equal Opportunities issues.	S
<b>Knowledge</b>	3. Working knowledge of one or more of the core services supported by the Education Business Partnership	S
	4. Knowledge of the requirements relating to handling sensitive data and information, particularly in relation to the Data Protection Act 1998	S
	5. Understanding of good customer service provision	S
<b>Aptitude</b>	6. Ability to deliver a wide range of administrative, business support and customer contact processes	S
	7. Ability to work effectively under supervision, delivering allocated tasks and work priorities within a changing environment to meet deadlines on a day-to-day basis	S
	8. Ability to negotiate effectively with a range of partners.	S
	9. Ability to use own initiative and work independently.	
	10. Ability to work in a busy environment with conflicting deadlines.	
<b>Skills</b>	11. Good IT skills (Microsoft Suite). Familiar with the use of databases to store and retrieve information.	S
	12. Good all round communication skills (In particular an excellent telephone manner).	S
	13. Good organisational skills.	
<b>Experience</b>	14. Experience of working in a team setting (In work, college or school).	S
<b>General Education</b>	15. Must be literate and numerate.	
<b>Personal Qualities</b>	16. Enthusiasm.	
	17. Flexible to meet the demands of the service.	
<b>Circumstances</b>	18. Must be willing and able to travel around both Lewisham and London to attend meetings.	S
<b>Physical</b>	19. Must meet London Borough of Lewisham requirements for this post.	