

Post Specification

Date	August 2016
PG Number	PG6558
Post Title	Business Support Assistant
Job Family	Business Support
Job Family Role Profile	BS4
Final Grade	Grade 4

To be read in conjunction with the job family role profile

Service Area description

Member of a business business support team within Health, Care and Community Services linked to defined geographic and/or service areas

Purpose of this post

Improve the outcomes for people in Cumbria by providing effective and efficient business administrative and office services for Health, Care and Communities directorate.

Key job specific accountabilities

1. Providing efficient and effective confidential and flexible administrative support and office services to designated service areas and managers as required. Tasks may include scanning, archiving, electronic and paper file management, handling post, creating and formatting documents, producing reports, processing forms/applications and taking notes at meetings to ensure an accurate record is produced.
2. Organise meetings (which may include statutory meetings), events and co-ordinate the travel and accommodation as necessary to support the service. Obtain quotes to ensure best value for money
3. Accurately entering data into the relevant systems/databases, maintaining and interrogating these to respond to queries from customers, managers and other stakeholders.
4. Responding to stakeholder queries including customers, partner agencies and colleagues via telephone or in person and may include providing cover for reception and public counter duties. This may include individuals who can be challenging.
5. Receiving, recording and balancing financial transactions including cash. Using E-procurement system to order and receipt items and monitor stock levels relating to office supplies; ordering, cataloguing and distributing as required.
6. To make recommendations for improvement and support service developments in related area
7. To prioritise own work within a series of allocated tasks to ensure tasks are delivered on time and to the required quality meeting any service specific statutory and legislative requirements

8. Support the organisation in an emergency response as required, and undertake fire warden duties

Depending on the service area the requirement will vary, however a standard approach and service delivery will be required.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> • None

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ Level 2, or equivalent experience or knowledge in the relevant work area.
- Knowledge of service provided in own area and the procedures in the service area and how to apply them, including statutory obligations.
- ICT Literate and working knowledge of relevant software packages.
- Understanding of how to deal with customers to required standards of service
- Literate and numerate
- Committed to ongoing personal development

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • Reading/Looking at subject matter of a distressing nature or dealing with distressed members of the public – depending on service area
Physical Demands	<ul style="list-style-type: none"> •
Working Conditions	<ul style="list-style-type: none"> •

Other Factors

- Subject to service area being supported, DBS check may be required within current guidelines