



## Cumberland Council

### Post Specification

<b>Date</b>	<b>January 2023</b>
<b>PG Number</b>	<b>3001</b>
<b>Post Title</b>	<b>Business Support Administrator</b>
<b>Job Family</b>	<b>Business Support</b>
<b>Job Family Role Profile</b>	<b>BS6</b>
<b>Final Grade</b>	<b>Grade 7</b>

To be read in conjunction with the job family role profile

#### Service Area description

Member of business support team within People directorate linked to the Community Equipment Service.

#### Purpose of this post

Improve the outcomes for the people of Cumbria by planning and providing effective and efficient business administrative support for People directorate to internal and external customers, including organisation of resources and provision of information.

#### Key job specific accountabilities

1. Organise and provide responsive, flexible, effective and efficient administrative business support within an identified area and undertake administrative tasks to support delivery of directorate services. Liaise with managers as required to support statutory timescales and requirements, and ensure confidentiality is adhered to.
2. Liaise with customers and other stakeholders (internal and external) ensuring a courteous and professional approach to queries, including with stakeholders who may be challenging.
3. Resolution of emergency situations at short notice. This will require communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media.
4. Through application of service specific guidance, respond to emergency or urgent requests, including equipment queries from stakeholders, ensure that accurate details are forwarded, in line with agreed process, in a timely manner to enable operational teams or external providers to respond appropriately.
5. To plan and prioritise own work and support team working including allocating and checking work of and providing support and instruction to colleagues if required.
6. To maintain, input, extract and report on, as required, information into and from various service specific systems including databases, spreadsheets and electronic case recording systems. This will include access to external portals to download statutory service specific reports, to provide information and respond to queries from external and internal stakeholders, and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way.

7. Monitoring, reconciling and processing financial transactions including using E-procurement. Ordering general catalogue goods and service specific purchasing and receipting, as well as monitoring and identifying potential errors with invoices, verifying payments, and E5 payments.
8. To support service development through making recommendations for improvement which are relevant to the specific service area, including systems and procedures.
9. 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**

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide Instruction and training in areas of work as necessary</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>

**Essential Criteria - Qualifications, knowledge, experience and expertise**

- NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
- Willingness to undertake training to support delivery of the service
- ICT literate relevant to work area
- Thorough working knowledge of relevant software packages
- Experience of working within an office in a large complex organisation
- Experience in customer service and dealing with internal and external Stakeholders inc. dealing with the public to the required standards of service
- Can demonstrate a working knowledge of processes, procedures and systems and how to apply them within area of operation.
- Experience of message taking and transmitting information accurately
- Proven experience of the maintenance of accurate records and working to deadlines
- Proven experience of prioritising own work
- Ability to travel

**Disclosure and Barring Service – DBS Checks**

- This post does not require a DBS check.

**Job working circumstances**

<b>Emotional Demands</b>	Dealing with distressed members of the public
<b>Physical Demands</b>	None
<b>Working Conditions</b>	None

**Other Factors**

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