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| **Job family** | **Business Support** | **Role profile number** | **BS04-0352** | **Grade D** |

**Job purpose:** Carry out a range of administrative dutieswhich will support the successful delivery of relevant services to internal and external customers.

Grade D posts are higher in ‘Decisions’ with the requirement to resolve problems within a range of established solutions. Posts at this level are also higher in ‘Work Demands’ with the requirement to manage competing demands and work priorities. Posts at this level require the ability to undertake a range of tasks involving the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.

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| **Factor** | **Relevant Job Information** | |
| Supervision and/or Management of People | |  | | --- | | No management of staff.  No supervisory responsibility other than providing guidance and support to colleagues. | | |
| Indicative qualifications | GCSE A - C or equivalent experience/skills  ITQ 2 or equivalent ICT skills and abilities. | |
| Knowledge and Skills | Experience which demonstrates ability to undertake role.  An understanding of relevant procedures and working practices.  Excellent ICT skills including use of Microsoft applications and specialist systems  Verbal and written communication skills.  An understanding of the need for accuracy and attention to detail. | |
| Creativity and Innovation | Work on own to manage own activities.  Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures.  The work follows systems thinking principles, procedures and standards.  Using existing templates create basic documents and correspondence to customers from information provided.  Schedule meeting, events and book rooms. Organise room layout and book catering. | |
| Contacts and Relationships | Provide readily available information, giving practical assistance, answering simple queries. Signposting less straightforward requests/ queries.  Be first point of contact on a range of queries from internal / external customers.  Contact with colleagues, customers and members of the public May be first point of contact difficult customers / visitors. | |
| Decisions – Discretion & Consequences | Work is carried out following current procedures and clearly defined rules.  Decisions are made based on a range of established practices with agreement from senior colleagues.  Collate, verify and prepare data for analysis. Process data following standard procedures.  Take an active part in achieving team objectives to support the delivery of a specific activity. | |
| Resources | Little or no responsibility for physical or financial resources. | |
| Work Demands | Work subject to interruptions and at times may be competing demands of work priorities. | |
| Work Environment | Office based, but may involve some travelling to other buildings. | |
| Behaviours framework | The job holder will have the opportunity in this role to demonstrate all the expected, and be working towards all of the desirable behaviours in the framework. Please refer to [Behaviours Framework](http://www.wiltshire.gov.uk/members-code-of-conduct-appendix2-behaviours-framework.pdf) for a full list of the desirable behaviours required. | |
| Skill Profile | To be demonstrating level 1 “proficient” across the skill area of communication & customer service. | |
| Health & Safety | All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager. |
| Equalities | Adoption West is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others.  Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via [the whistleblowing policy](http://www.wiltshire.gov.uk/council/howthecouncilworks/plansstrategiespolicies/whistleblowingpolicy.htm). |
| Authority to work in the UK | All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent. |

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Organisation reserves the right to amend this role profile as necessary.

**ROLE DESCRIPTION**

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| **Role description:** | Business Support Assistant | |
| **Role profile family:** | Business Support | |
| **Role profile number and grade:** | BS04-1476 | Grade D |
| **Number of posts:** | 6 | |
| **Service/Team:** | Adoption West | |
| **Reports to:** | Team Manager/Business Manager | |

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| **Job Family overview** |
| **Business Support job family overview:**  Delivery of administration, information processing and business services to support the Council   * Processes regular transactions via established procedures * Undertakes regularly occurring event based tasks and duties * Delivery of ongoing processes and procedures including specialist areas * Understands and responds to real time queries * Provide routine and standard advice and guidance on the Councils processes and procedures |

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| **Service / Function Context** |
| The overall responsibilities of the service/function are:  Adoption West is a Regional Adoption Agency responsible for the effective delivery and development of adoption work across the Region on behalf of Bath & North East Somerset, Bristol, Gloucestershire, North Somerset, South Gloucestershire and Wiltshire Councils. Service delivery will be in accordance with National Standards and Regulations and for making operational the adoption agency’s recruitment and placement strategies. Service operations will be based in three Hub teams, Bristol, Gloucester and Trowbridge  Adoption West aims to improve performance in meeting the needs of those children who require permanence through adoption, particularly;  • In reducing the time that children have to wait for adoptive placements  • In improving the experience for prospective adopters from initial inquiry, through the assessment process, panel approval and placement matching and the delivery of post adoption support services. |

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| **Job Purpose** |
| Specific duties and responsibilities include:   * To provide a full range of administrative support and a text-processing service to staff – to include, for example, word processing, audio typing, photocopying, faxing, allocating stationery etc. To ensure administrative procedures are followed and standards maintained. * To undertake filing duties and associated routine matters to ensure all security and confidentiality systems are maintained. To participate in the archiving and destruction of records and to maintain associated date processes/systems. To assist with the maintenance of the departmental client database (e.g. Care First/ICS) and other software systems, ensuring accurate recording of data/information, to identify and action errors and referring to Managers where appropriate. To provide reports from the database as requested. * To operate all communication equipment, e.g. switchboard, fax, telephones, mobiles, e mail, answer phones, Dictaphones and any other associated equipment to enable effective service provision. To provide assistance to staff with regard to the maintenance of IT equipment/records and inventories, and solve IT problems as appropriate. * To participate in the daily processing of all communications/postal systems operating across offices, to ensure that efficient systems are maintained. * Note-Taking at Meetings: To attend meetings and take notes as requested. To produce, edit and distribute notes, undertaking all associated duties. * Undertake financial tasks, to include:   + Receiving, dispatching and processing of invoices   + Handling petty cash, postage stamps/associated systems, travel claims, travel warrants, other routine financial systems   + Maintaining/allocating stationery supplies, forms and office equipment and undertaking routine procurement processes as designated by the Manager   + Maintaining basic spreadsheets as appropriate to aid budget monitoring processes and the production of accurate financial records * To participate, as required, in the provision of a high-quality front-of-house Reception Service, acting as Receptionist/Telephonist. To include:   + Receiving enquiries and actioning as appropriate, operating switchboard systems   + Maintaining a major public access point, ensuring facilities/accommodation are presented to a high standard   + Providing advice/guidance to members of the public   + Ensuring urgent matters are referred to appropriate staff/officers   + Assisting the Office Duty System, to maintain effective links with the Reception Service   + Maintaining a resource/information base and appropriate reception records   + Maintaining meeting room diary booking systems * To provide information to all enquirers contacting the service, liaising as necessary with the public and with practitioner staff alike (this includes direct face-to-face contact with Service Users). Working alongside the duty systems to refer appropriately to, and to liaise with, practitioner staff, prioritising accordingly. To ensure all contacts/referrals are recorded accurately, using IT and manual systems. To progress, chase and track information to ensure all systems are maintained and updated. * To support the Business Services Team with any building/equipment-related matters. These include:   + Matters relating to telecommunications equipment (switchboard handsets and on-site telephone systems), programming items as necessary   + Greeting contractors and guiding as appropriate   + Providing assistance for routine Health and Safety procedures, e.g. fire drills, maintaining the safety of the reception area and callers to the office, Health and Safety office practices, maintenance of office noticeboards   + Maintaining accurate records and registers and providing assistance/information as required * To respond flexibly to the administrative needs of the whole service, providing cover across offices as and when required and assisting in the development of all systems/procedures operating within the Business Support Team |

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| **Person Specification** |
| Specific qualifications, knowledge, and skills required for this role: |
| **Essential**   * GCSEs/ NVQ Level 2 in Administration or equivalent – including English at Grade C or above * WP qualification at RSA 1 or 2 level, or equivalent IT qualifications * Previous general office experience, within a large and complex organisation * Ability to communicate with and relate to members of the public and professional staff, either face-to-face or via the telephone. * Able to deal with distressed people in a calm manner. * Able to work as a member of a team and to contribute to the effectiveness of the service. * Able to be flexible and fully responsive to competing demands on a daily basis, prioritising own workload accordingly * Able to adapt to the changing needs of the service * Ability to operate within financial procedures. * Able to offer high levels of accuracy, attention to detail and to produce work of a high standard. * Able to gain knowledge and impart information to others. * Able to demonstrate high levels of professionalism, maintaining absolute confidentiality, whilst working with sensitive information and operating within Data Protection guidelines. * Committed to own personal development and to demonstrating continued learning. * Able to demonstrate understanding and knowledge of equalities issues and anti-discriminatory practice and a willingness to promote equalities * Able to produce a good standard of written English |
| **Desirable**   * NVQ Level 3 in Administration, or Customer Care * Experience of operating financial processes, e.g. petty cash, invoices and budget spreadsheets. * Experience of operating in a pressurised environment and of meeting tight deadlines. * Audio typing experience * Able to take brief notes at meetings. * Able to demonstrate an understanding of the work of the caring professions and public services |

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| **Career graded posts** |
| N/A |

Supporting information

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| **Driving classification** | |
| **Occasional driver**  A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.  **Regular Driver**  Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role.  **Required Driver**  Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the organisation in order to undertake the duties of the role.  Employees should refer to the Corporate Driving at Work policy for further information. |  |

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| **Political restriction** | |
| This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments, or be a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party. |  |
| This role is not politically restricted |  |

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| **Professional fees and related occupational costs** | |
| As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the Adoption West. |  |
| This role does not have any professional or occupational membership requirements |  |

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| **Clearances – Disclosure & Barring Service (DBS)** | |
| **This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.**  This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.  This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role. |  |

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| **Clearances – Baseline Personnel Security Standard (BPSS)** | |
| **This role requires access to the GCSX network and is subject to a BPSS check**  **This role is not subject to a BPSS check** |  |

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| **Clearances – Non-Police Personnel Vetting (NPPV)** | |
| This role requires working in partnership with the police, and/or havingaccess to Police related systems and is subject to a NPPV check  This role is not subject to a NPPV check |  |

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| **Safeguarding** | |
| For all roles within Children’s Services. Adoption West is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the organisation’s agreed child protection procedures will be followed.  For all other roles within the organisation. Adoption West is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the organisation’s agreed child protection procedures will be followed. |  |