

If you would like to apply please email vacancies@lbbd.gov.uk with your CV, the job vacancy you are interested in and how you heard about the vacancy.

D112 - Business Support Officer

Temp 3 month contract, full time hours – could potentially be extended

Salary: £16.00 ph

Must have Minute Taking and Children Services experience

Please read through full description below, CV needs to include experience of minute taking and working in children's services/education.

Job Title: Business Support Officer	Service Area:	
Directorate: Strategic Services	Post Number: One Oracle	Evaluation Number: 3636
Grade: G4	Date last updated: March 2017	

Overall Purpose of Job

1. To support the Council's vision and resilience agenda by providing a consistently high quality, cost effective and timely business support service.
2. To ensure that the administrative functions are carried out to a high level of accuracy and to corporate standards.
3. To ensure that continuous cover and support is provided to managers and staff based across council offices.

Job Context

The post holder reports to Business Support Team Leader.

1. The post holder has no line management responsibility.
2. The post holder maybe be required to work evenings, occasional weekends and public holidays in order to meet service requirements.

3. The post holder has no budget responsibility.
4. The post holder will be expected to work across the Newham Business Support Service.
5. The post holder will work flexibly and work as an effective team member.
6. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Staff

1. To contribute towards the implementation of a working culture that is result-orientated, customer-focused and an ethos of 'right first time' service delivery.
2. To support the resilience agenda by promoting the council's self-serve agenda at every opportunity.
3. To undertake all duties with minimal supervision.
4. To be responsible for continuous personal development by requesting and attending training when necessary.
5. To demonstrate a strong commitment to the promotion of equal opportunities.

Service Provision and Development

1. To provide a proactive, knowledgeable business support service to external and internal customers and stakeholders, meeting evolving delivery priorities, issues and challenges to agreed standards defined in the service offer.
2. To ensure a quality administrative and personal support service is provided to Heads of Service and senior officers and ensuring that staff are trained to maximise the use of the various IT packages available.
3. Undertake a full range of operational business and administrative tasks in order to support the work of a service/team or person in accordance with the service offer. Activities include:

- Document management and maintenance
 - Data management and maintenance
 - Record management and maintenance
 - Financial administration
 - General minute taking for statutory panels
4. To understand what matters to service users, and to ensure appropriate levels of understanding throughout the staff delivering services.
 5. Continuously improve customer service by listening and responding to the changing needs of internal and external customers.
 6. To work as part of the Business Support team to drive an innovative and demand-driven approach to service development, and to ensure that the service is responsive to client needs and achieves efficiency in operation
 7. To maintain electronic and other systems and databases to maximise the effectiveness of the business support service.
 8. To ensure that telephone and reception cover is provided from 8.00am-6.00pm if necessary.
 9. To continually develop, implement and review procedures and systems to ensure that a best value service is provided that meets the organisations business needs.
 10. Receive, log, process, distribute and track correspondence and documents commensurate to the role to a consistently high, cost-effective and time-efficient standard.
 11. Process additional documentation/applications to a high level of accuracy and coordinate responses working with the Senior Business Support Officers holding relevant expertise to ensure accurate and timely response and/or processing, in line with legislation, best practice and the service offer.
 12. Create, maintain and close files ensuring data is up-to-date, accurate and relevant to customer and business needs.
 13. Create standardised templates, forms and fee sheets ensuring these are consistent across the service.
 14. Work with Senior Business Support Officers to collate information to assist in responding to any enquiries or requests;
 15. Update and maintain internet and intranet pages, databases and project files where necessary.
 16. To ensure hospitality, reception and assistance to the Business Centre.
 17. To carry out general administrative duties including ordering stationery and other supplies, processing invoices, sorting and distributing internal and external mail and photocopying.

18. To be tactful and have respect for the need for confidentiality to all parties concerned, including members of staff and service users.
19. Exercise due consideration to confidential information relating to the Council's business by ensuring they do not act in a way which may be prejudicial to the Council's interests. This applies to the general business of the Council and information regarding individuals.
20. Work with other team members to learn lessons from success and failure and, as well as participating in performance management exercises and data collection to create measurable improvements in service delivery
21. Continuously improve personal performance by recognising and tackling knowledge gaps and developing personal job and career capability;
22. Work flexibly to cover the role of other Business Support Officers where necessary
23. To demonstrate alignment with the Council's vision, aims and values.

Corporate Responsibilities

24. To be aware of and perform the duties of the role in accordance with all Council policies and procedures including:
 - a) Risk Management
 - b) Finance (including code of conduct, fraud and compliance)
 - c) Equalities and Diversity
 - d) Information Security and the Data Protection Act
25. Undertake duties consistent with responsibilities of the post as required by the designated line manager/supervisor.

Health & Safety & Council Policy

To comply with the Council's policies on Health & Safety.

26. To keep the Business Support Services division tidy, safe, secure and ensure that all health and safety requirements are met.
27. To uphold and ensure compliance with the Council's policies and procedures across the service, including customer complaints and Information Governance (including the Data Protection Act, the Freedom of Information Act, Caldicott and related security and confidentiality policies and procedures) and to meet the Council's statutory responsibilities.
28. To carry out appropriate duties, as required, at any office location within the borough.

29. To carry out other duties within the competence of the post holder as may be reasonably required from time to time.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification



Job Title: Business Support Officer		
Directorate: Strategic Services	Post Number: One Oracle	Evaluation Number:
Grade: Scale 5	Date last updated: March 2017	

IMPORTANT INFORMATION FOR APPLICANTS

30. The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <ul style="list-style-type: none"> • A clear understanding of the Council's Vision and Resilience Agenda and how Business Support services support both strategies. • Clear understanding of the service provided within Business Support . • IT literate with experience of using Word, PowerPoint and other software packages to record and manage data. • Good communication skills (orally and in writing) for a broad range of 	<p>Application Form/Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form/Interview/Test</p>

<p>audiences.</p> <ul style="list-style-type: none"> • Knowledge of Health and Safety in an office environment in particular of risk assessments. • Sound problem-solving skills, and ability to quickly evaluate situations and initiate appropriate actions. • The ability to work with minimal supervision. 	<p>Application Form</p> <p>Application Form/Interview/Test</p> <p>Application Form</p>
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Previous experience of secretarial, clerical and administrative work. • A proven record of communicating in person, by telephone and in writing in a calm, courteous and confident professional manner. • A proven record of providing administrative support within a team. • Track record of working in an office environment. 	<p>Application Form/Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Able to work accurately and methodically. • Understanding of confidentiality issues and how this is observed and maintained. • Able to work on own initiative to manage and prioritise own workloads. • Ability to deal with telephone enquiries in a tactful, courteous and efficient manner. • Ability to work flexibly as part of a 	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

<p>team.</p> <ul style="list-style-type: none"> • Ability to prioritise own work and work of others to meet deadlines. • Ability to work on own initiative, identifying and implementing solutions to problems. • Ability to deal diplomatically with difficult situations and individuals. • Ability to contribute to corporate/service projects and initiatives. 	<p>Application form</p> <p>Application Form/Interview/Test</p> <p>Application Form</p> <p>Application Form</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • The ability to work as part of a team and create a productive and harmonious working environment. • Ability to provide input and ideas for ways of improving service delivery. • Ability to work in a highly flexible way. • Ability to take initiative within given parameters to deliver required results. • Ability to respond quickly and effectively to shifting service needs. • A demonstrable understanding of equal opportunities issues and commitment to achieving equality and opportunity in service delivery. • A demonstrable understanding of providing high quality, inclusive services across a range of service areas, and a willingness and ability to, following training, work in a variety of service areas within the Business Support service. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p>	

Willingness and ability to work occasional evenings and weekends to maintain service delivery.

Application Form/Interview