



# B O S T O N BOROUGH COUNCIL

Municipal Buildings, West Street, Boston, Lincolnshire, PE21 8QR



## Vacancy Details: Business Support Officer

**Closing: Sunday 11<sup>th</sup> November 2018**

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Further Information and guidance on completing your application is available in the Application Information and Guidance booklet.

**Please note we do not accept CV's.**



## BUSINESS SUPPORT OFFICER

**Salary range £17,598 to £19,702**

**37 hours per week**

An exciting opportunity has arisen in our Business Support unit for an experienced, self-motivated administrator with excellent organisational skills.

We are looking for someone who can provide a professional, responsive and accurate administration service to support the provision of a comprehensive service across the Council.

### KEY TASKS:

- To carry out a range of administrative duties across the Council.
- To maintain and update system records and to use IT effectively in implementing tasks.
- To support the management of Freedom of Information requests and the Council's Feedback and Complaints process.
- To process orders and invoices in the Council's financial system.

### WE ARE LOOKING FOR:

- Experience of working in an administration role (essential)
- Ability to work flexibly across teams and a wide variety of administration types
- Strong communications skills
- A 'can do' approach to your work
- A team player

### NB

Public sector experience is not essential.

To fulfil the role effectively, you will have excellent interpersonal, IT and organisational skills. You should take pride in work produced, paying close attention to detail and being highly accurate. In addition to having strong Microsoft Word and Excel skills, you will have an excellent telephone manner, be proactive and keen to learn. We require an individual who can work both on their own and as part of a busy team, within a confidential environment.

### WORKING HOURS:

A flexible approach to working hours is required to fulfil this 37 hour contract, to be worked between Monday to Friday each week.

For an informal chat and more information about the post please call Suzanne Rolfe between 10:00 and 16:00 on 01205 314265.

For full details and an application pack, please visit our website at [www.boston.gov.uk/jobs](http://www.boston.gov.uk/jobs)

**Please note the council does NOT accept CVs, therefore please complete and return your application before the closing date.**

**Closing date: Sunday 11<sup>th</sup> November 2018**



# JOB DESCRIPTION & PERSONAL SPECIFICATION

**Boston Borough Council**



## Job Description

### Directorate

Corporate Services

### Service

Business Support & Transformation

### Job Title

Business Support Officer

### Grade

3

### Reports to

Transformation & Governance Manager

### Responsible FOR

N/A

Is this post eligible for a DBS check? NO

Boston Borough Council will re-check employees, as a minimum, at 3 yearly intervals.

## A Purpose of job:

- |   |   |
|---|---|
| 1 | To provide a comprehensive Business Support service to all service areas across the council under the direction of the Transformation & Governance Manager, ensuring that all work is completed within agreed standards, policies and timescales. |
| 2 | To ensure that corporate processes, format and branding is adhered to across the authority.   |

## B Main responsibilities, tasks and duties

- |   |  |
|---|--|
| 1 | To provide support to all service areas as appropriate to ensure all Council services operate within financial and administrative policies and practices.  |
| 2 | To manage, prioritise and action all incoming post, emails and correspondence on a daily basis.  |
| 3 | To ensure efficient and effective operation of all business and administrative systems, processes and procedures to support the service management process.  |
| 4 | Support the management of information requests in line with the Council's statutory duty and internal policies. Provide research utilising internal, external and published data, together with the internet or other sources. Ensure appropriate information is made available to enable responses to be dealt with promptly, effectively and in accordance with legislation. |
| 5 | Support the management of Corporate Feedback in line with the Council's Corporate Feedback Policy and procedures. Liaising with officers, researching and providing responses to ensure a consistent corporate approach is adopted and complaints are dealt with promptly and effectively.   |
| 6 | Monitor and maintain corporate information systems e.g. Feedback, Freedom of Information, performance management, with appropriate file management, compliant with council policy & Data Protection.   |



	<p>Support service areas in the proper management of performance data ensuring performance management is timely and well managed.</p> <p>Carry out appropriate file management in compliance with Data Protection and the council's adopted policies.</p>
7	Assist the Customer Services Manager in preparing monitoring information on Feedback and information requests. Analyse data, statistics and information to assist service area improvement.
8	Support the Data Protection Officer in the collation of information for Subject Access Requests and other statutory requirements.
9	Support the management of the Council's website and social media content under the direction of the Communications Manager and other managers where relevant, supporting all service areas. To ensure content is current, accurate, relevant and reviewed regularly.
10	<p>To communicate clearly and effectively, both orally and in writing with colleagues, the public, elected members and external agencies as appropriate.</p> <p>To provide a high level of customer service both internal and external</p>
11	Support the management of the Alfresco document management system, including providing advice and support to users, developing and promoting the use of the system.
12	To hold a procurement card and arrange corporate purchases, entering data on to the monitoring system and to support all procurement card holders ensuring correct goods receipting, budget allocation and ensuring payments are made on time.
13	<p>Maintain stationery stock supply, order supplies, office furniture and other purchases including training corporately in accordance with Procurement guidance.</p> <p>Use E-financials system to raise purchase orders, pay invoices and raise debtors invoices. Maintain the core stationery list and order regular supplies for offices.</p>
14	Ensure legal services invoices are processed efficiently and effectively including checking and ensuring they are signed off by the relevant manager.
15	Demonstrate a high level of professional expertise to ensure that the best possible service and support is given, and to present a professional appearance and manner at all times.
16	Maintain the central room booking system including managing registrar bookings.
17	Management of central schemes such as the contract register, credit card/procurement cards, all travel & accommodation bookings, petty cash, pool cars, etc.
18	Operate and be responsible for VDU equipment and other Health and Safety issues, and undertake training for personal development.
19	To provide appropriate cover for colleagues as and when required and provide guidance to each other as necessary.
20	Prepare and keep up to date procedural notes for all activities undertaken within the service



	area.
21	To undertake any other business support duties to service areas as directed by managers.
<b>C Knowledge and skills</b>	
<b>1</b>	<p><b>Knowledge - Essential</b></p> <p>5 GCSE's grade C or above (or equivalent).</p> <p>A formal IT qualification e.g. CLAIT, ECDL, Business Admin NVQ or an equivalent level of knowledge and experience.</p> <p>Formal training on Complaints, ICT including office packages or Council systems e.g. E-financials/ website/ Alfresco.</p> <p>Minimum of 3 years office/administration experience.</p> <p>Knowledge and experience of Microsoft office packages</p> <p>Numerate</p> <p>Previous experience of managing customer complaints (formal complaints training would be an advantage)</p> <p>Previous experience of managing information requests</p> <p>Previous experience of using financial management systems (e.g. E-financials)</p> <p><b>Knowledge – Preferred</b></p> <p>Previous experience of supporting managers.</p> <p>Knowledge of local government procedures.</p> <p>Good working knowledge of Data Protection, Freedom of Information, etc.</p> <p>Previous experience of managing websites</p> <p>Understanding of safe working practices for lone workers.</p>
<b>2</b>	<p><b>Interpersonal Skills - Essential</b></p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential to the post</p> <p>Good administrative, interpersonal and communication (written and oral) skills.</p> <p>Able to exchange varied information with a range of audiences – officers, customers, suppliers, etc.</p> <p>Able to negotiate with suppliers to achieve value for money.</p> <p>Able to maintain confidentiality at all times.</p> <p>Good telephone manner.</p>
<b>3</b>	<p><b>Mental Skills</b></p> <p>Ability to interpret information to solve varied problems and develop solutions.</p> <p>Ability to deal with FOI Procedures, Feedback Procedures, invoicing, document management</p>



	<p>(Alfresco), and Performance Monitoring</p> <p>Meticulous with detail.</p> <p>High level of commitment. Reliable and trustworthy.</p> <p>Ability to assess new situations, identify risks and react appropriately whilst lone working.</p>
<b>4</b>	<p><b>Physical Skills</b></p> <p>Accurate keyboard skills with the ability to use a PC and various computer packages is essential.</p> <p>Must be able to input data quickly and accurately.</p>
<b>D RESPONSIBILITIES</b>	
<b>1</b>	<p><b>For supervision</b></p> <p>Must be able to work as part of a team.</p>
<b>2</b>	<p><b>For people</b></p> <p>An understanding of the responsibility for safeguarding and promoting the welfare of children is required</p> <p>Must be prepared to undertake safeguarding, disability, equality &amp; diversity and health &amp; safety training.</p>
<b>3</b>	<p><b>For financial resources</b></p> <p>Previous experience of handling invoices / payments would be an advantage.</p>
<b>4</b>	<p><b>For physical resources</b></p> <p>Duties including the handling and processing of manual and computerised information, where care, accuracy and security are essential.</p>
<b>E Work environment and demands</b>	
<b>1</b>	<p><b>Work demands</b></p> <p>Ability to handle distressed, confused or angry members of the public in a diplomatic manner.</p> <p>Ability to prioritise, multitask and co-ordinate workloads and work under pressure in order to meet deadlines.</p> <p>Ability to work unsupervised and under own initiative.</p> <p>Flexible and responsible approach to work</p> <p>Good time management skills</p>
<b>2</b>	<p><b>Physical Demands</b></p> <p>Limited requirement for physical effort.</p>
<b>3</b>	<p><b>Working conditions</b></p> <p>Office based.</p>



	<p>Flexible hours.</p> <p>Some evening work may be required.</p> <p>Smart/professional appearance and demeanor</p>
<b>F</b>	<b>Other</b>
<b>1</b>	<p>The duties and responsibilities in this job description are not exhaustive.</p> <p>The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.</p> <p>Any such duties should not substantially change the general character of the post.</p> <p>Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
<b>2</b>	<p><b>Equal opportunities</b></p> <p>The post holder is required to carry out the duties in accordance with Council Equal Opportunities policies.</p>
<b>3</b>	<p><b>Health and safety</b></p> <p>The post holder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p>All employees have a duty to take reasonable care for their own health &amp; safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> <li>• Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided</li> <li>• Use equipment correctly at all times</li> <li>• Wear or use personal protective equipment provided</li> <li>• Report all unsafe acts, conditions, accidents or near misses</li> <li>• Suggest methods of eliminating hazards and reducing potential risks</li> <li>• Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence</li> <li>• Take part in risk assessments, workplace inspections, safety tours and audits when necessary</li> <li>• Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks</li> </ul>
<b>4</b>	<p><b>Health Surveillance</b></p> <p>Employees are required to undertake such health surveillance, at the cost of the Council, as may be required. This may be identified by risk assessments or be a statutory provision such as those within the Health and Safety at Work Act 1974 and The Control of Noise at Work Regulations 2005.</p>



5	<p><b>Conduct</b></p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives. Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p> <p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times.</p>	
6	<p><b>Information security &amp; data protection</b></p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>	
7	<p><b>Safeguarding</b></p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>	
8	<p><b>Values</b></p> <p>We believe that everyone has a role to play in making our council successful.</p> <p>We expect everyone involved with Boston Borough Council to be:</p> <ul style="list-style-type: none"> <li>• open and honest with people</li> <li>• enthusiastic, positive and proud about working for Boston Borough Council</li> <li>• patient with people and take time to understand their concerns</li> <li>• approachable and clear with people</li> <li>• open to new ideas and willing to learn</li> <li>• caring and to treat people with respect, consistency and fairness</li> <li>• focused on customers</li> </ul>	
Job description written by	Name: S Rolfe	Date: July 2018

