

Post Specification

Post Specification - Key Information

- **Post Title: Business Support Administrator**
- **Date: April 2023**
- **Post Group Number: 6557**
- **Job Family: Business Support**
- **Job Family Role Profile: BS6**
- **Final Grade: Grade 6**

To be read in conjunction with the job family role profile.

Service Area Description

Member of a business support team linked to defined geographical and service areas.

Purpose of this Post

Improve the outcomes for the people of Westmorland and Furness by planning and providing effective and efficient business administrative and financial support 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 tasks and financial 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 service users who may be challenging, resolution of emergency situations at short notice and providing cover for reception duties. This will include communicating across various channels including, but not limited to, face to face, telephone, mail, and electronic media.
3. 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.
4. 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 (including financial information and budget reports). To provide information and respond to queries from external and internal customers, and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way.
5. To support service development through making recommendations for improvement which are relevant to the service specific area, including system and procedures.
6. Provide support to identified service specific statutory and non-statutory meetings, panels and events including taking notes or minutes that record the meeting accurately, preparing papers, scheduling, and organising, this may include organising transport arrangements.
7. Monitoring, reconciling, and processing financial transactions including using E-procurement, ordering general catalogue goods and hire cars, service specific purchasing and receipting, as well as monitoring and identifying potential errors with invoices, verifying payments, petty cash management, and E5 payments.

8. Using application of service specific knowledge to respond to financial queries from service users and reviewing, processing, and calculating payments and eligibility.
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.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

- **Qualifications:**
 - NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
- **Knowledge:**
 - ICT Literate
- **Experience:**
 - Experience of MS office software
 - Experience of working within an office in a large complex organisation
 - Experience in customer service and dealing with Stakeholders incl. dealing with the public
 - Can demonstrate a working knowledge of processes, procedures and systems and how to apply them within a complex service area
 - Proven experience of using databases and manual record systems
 - Note taking and preparation of documents
 - Experience of message taking and transmitting
 - Proven experience of the maintenance of accurate records and working to deadlines
 - Proven experience of prioritising own work

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Reading/Looking at subject matter of a distressing nature or dealing with distressed members of the public – depending on service area
- **Physical Demands:** N/A
- **Working Conditions:**

Other Factors:

- Ability to travel