Westmorland & Furness Council

Job Family Role Profile Description

Date: January 2015

Job Family: Business Support

Job Profile: BS4

Purpose: To provide business administration and office services.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Prioritising own activities within a series of allocated tasks.

End Result:

- Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality
- The team plan is met.

Accountable For:

- Contributing to team-working.
- Supporting and guiding less experienced staff, if required.

End Result:

- Teamwork is effective.
- Colleagues are supported.

Competency Measurement

- Clarify what is personally required to do the job well and takes pride in own work. Accept feedback to improve effectiveness.

Making Things Happen / Delivering Results

Accountable For:

- Providing office services to support the service area(s)
- Providing information and administrative support to managers.

End Result:

- Outputs are delivered to required standards and productivity.
- Colleagues and the team are supported in achieving their objectives.

Accountable For:

- Entering data, checking for accuracy and logic and identifying potential errors.

End Result:

- Records and information are accurate and complete.
- Processing is effective.
- Correct judgements are made on straightforward information and situations within guidelines and standard procedures.

Accountable For:

- Maintaining and conducting standard interrogation of systems/databases and answering queries.

End Result:

- Accurate and meaningful information is provided to customers and managers.

Accountable For:

- Creating and formatting documents.
- Locating and delivering documents and information.

End Result:

- Letters and reports are accurate and complete.

Accountable For:

- Taking meeting notes.

End Result:

- There is an accurate record of the meeting and actions agreed.

Accountable For:

- Undertaking Fire Warden duties for the building including arranging for regular inspection of the equipment and organising / overseeing practice and emergency evacuation procedures where necessary.

End Result:

- Equipment is maintained in good working order and is fit for purpose.
- The safety of people using the building is maintained.

Competency Measurement

- Check facts and consider options before deciding on how best to do own job. Report repeated problems, waste and inefficiency.

Service Improvement and Innovation

Accountable For:

- Making recommendations for improvement.
- Cooperating with change.

End Result:

- Improvements are identified and implemented.

Competency Measurement

- Open-minded about new ways of working and committed to make improvements.

Managing Resources

Accountable For:

- Receiving, recording and balancing financial transactions including handling Cash (including client monies), petty cash and processing small amounts of money and small transactions.

End Result:

- Payments and receipt of income are dealt with efficiently.Balances are maintained.
- Cash is held securely, according to procedures.

Accountable For:

- Checking stock levels and requesting necessary supplies, in accordance with Service procedures.
- Operating and basic maintenance of office and public counter equipment, and other facilities where appropriate.

End Result:

- Equipment and materials are available to colleagues for service delivery.
- Equipment and office supplies safeguarded.

Competency Measurement

- Understand that all actions have a cost so use resources efficiently.

Customer and Community Focused

Accountable For:

- Responding to internal and external customer queries, including providing standard responses involving direct contact with members of the public and challenging service users.

End Result:

- Relevant and accurate information is provided.
- Customer service is provided to the required standard.

Accountable For:

- Carrying out reception and public counter duties, as necessary.

End Result:

- Customers are informed of the situation and next steps.

- Customer service is provided to the required standard.
- Accurate bookings are taken.

Competency Measurement

- Respond to customer needs; deal with customers in a courteous, timely and professional manner.

Qualifications, Knowledge, Experience and Expertise

- NVQ Level 2, or equivalent experience or knowledge in the relevant work area.
- Knowledge of the procedures in the service area and how to apply them.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Literate and numerate.
- Committed to ongoing personal development.
- ICT literate relevant to work area.
- Working knowledge of relevant software packages.
- Working knowledge of who colleagues are and what they do.
- Understanding of how to deal with customers to required standards of service.
- Knowledge of service provided in own area.