

JOB SUMMARY

Post Title	<i>Business Support Officer</i>						
Job Family	<i>Business Support</i>	Pay Range	6	Line Manager to others?	No	Role profile ref	BS06
Service Area	Children and Families						
Line Manager	Family and Community Assistant Team Manager						
Location	Working from County Hall, Council facilities and Agile						

Job Purpose

To undertake key responsibilities as a Business Support Officer within the Family and Community Team, providing administrative and coordination support for the Young Futures Hubs and Transformation Programme as well as Participation and Engagement activities.

Job Context

- To provide administrative and coordination support for the Young Futures Hubs and Transformation Programme, Participation and Engagement activities, grant programmes, and wider Family and Community Team workstreams.
- To support programme and grant delivery by maintaining accurate records, databases and monitoring systems, ensuring information is up to date and readily available.
- To support the administration of grants, including processing applications, maintaining grant records, monitoring expenditure, collating monitoring returns and supporting grant reporting requirements.
- To support the collection, input, monitoring and reporting of qualitative and quantitative data using a range of systems and databases.
- To update records as required and compile information to support programme and grant monitoring, evaluation and reporting requirements.
- To communicate effectively with internal colleagues, partners, providers and community organisations, responding to telephone calls, emails and enquiries in a timely manner.
- To develop and maintain spreadsheets, trackers and administrative systems to support the collation and monitoring of programme activities, grants and outcomes.
- To provide confidential administrative and finance support, including processing invoices, purchase orders, grant payments and other financial transactions in line with council procedures.
- To undertake general office administrative duties, including electronic filing, archiving, photocopying, scanning and document management.
- To arrange, coordinate and support meetings, workshops and engagement events, including booking venues, preparing agendas, circulating papers and taking minutes where required.
- To maintain knowledge of programme, grant and service developments, policies and procedures and attend relevant meetings and training to support effective service delivery.
- To work collaboratively with colleagues, partners and stakeholders to support the successful delivery of Family and Community Team priorities.

JOB SUMMARY

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank, refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Experience of providing advice and guidance to colleagues and partners on the application of administration processes, and latest developments within the service / programme. Ideally this will be in a multi-disciplinary social care environment. Experience of grant administration, monitoring expenditure, maintaining grant records and audit trails You will be confident and self-motivated with a commitment to continuing professional development (CPD), with a willingness and commitment to stay up to date on developments within the Families First programme	E E	D
Working knowledge of relevant processes and systems.	Good working knowledge / experience of the operation of case management and data warehouse systems, and experience of working with other relevant agencies (such as the Police, Early Help, Department of Work and Pensions (DWP) to gather information. Experience of collecting, validating and reporting on qualitative and quantitative data Knowledge of specific council systems such as Mosaic, Early Help and EMS	E	D D
Knowledge of the service provided in own area.	Able to act with limited supervision as the first point of contact for enquiries, some of which may be complex or contentious, , staff members, members of the public, partners and any other agencies. Ability to manage competing priorities and meet deadlines Experience of working collaboratively with partners, providers and community organisations	E E E	
ICT skills including use of Microsoft applications.	Good knowledge of MS Office applications and the ability to develop	E	

JOB SUMMARY

	spreadsheets, trackers and reporting tools Good coordination and technical skills so as to demonstrate and ensure the appropriate use of information and systems across multi-agency partners.	E	
Good verbal and written communication skills.	Previous experience of arranging meetings and appointments with internal and external invitees/agencies. Previous experience of minuting and setting up complex and sensitive meetings, including booking rooms, preparing agendas and other papers, and taking minutes.	E	
Numerate and accurate with attention to detail.	Proven ability to develop and maintain effective and secure filing systems, both manual and computerised, in accordance with the Data Protection and Freedom of Information Acts. Financial administration experience (invoices, purchase orders, grant payments)	E	D
Understanding of how to deal with customers appropriately.	Previous experience in fielding calls from multiple agencies and handing information that is disclosed about families sensitively. Understanding of safeguarding, confidentiality and information handling within children's services	E E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank, refer to left hand column)	Essential	Desirable
Educated to level 3/4 qualification standard or able to demonstrate equivalent experience.	NVQ 3/4 in Business Administration or equivalent qualification or experience	E	
RSA III (Word Processing) or equivalent professional qualification may be required.			D
May require relevant certifications including evidence of fluency in English language.		E	
Other Requirements:			
To develop coordinated systems and processes that support the Families First programme and link with the rest of the directorate's system wide approach.			

JOB SUMMARY

- Be responsible for the identification of own training needs and develop a systematic approach to meet these needs.
- Relevant DBS checks

Organisation Structure (optional)