

Northumberland County Council
JOB DESCRIPTION

Post Title: Business Support and Improvement Assistant		Director/Service/Sector: Local Services, Business Support		Office Use
Grade: Band 4		Workplace: County Hall		JE ref: 4180
Responsible to: Business Support and Improvement Officer		Date: July 2022		HRMS ref:
Job Purpose: To contribute to the efficient and effective delivery of services through the provision of administrative, technical & financial support to these service areas as part of a team. To support the effective management of the Group through the provision of accurate, timely and well-presented information and performance data. To facilitate the development of management information and information systems.				
Resources	Staff	Part of a team of business support staff.		
	Finance	Accounting for large sums of money through the handling of cheques and invoices, including raising invoices, ordering goods and supplies through ICT systems to support staff across the Group.		
	Physical	Use of PC & shared responsibility for office equipment. Handling and processing significant bodies of key corporate data. Ordering, stock control and accounting of expenditure against specified budgets.		
	Clients	Shared responsibility for ensuring that services are delivered to the agreed quality and customer care standards.		
Duties and key result areas: <ol style="list-style-type: none">1. Receive and administer service requests (exercising initiative and judgement within agreed procedures) to ensure enquiries are appropriately dealt with to assist in the smooth & efficient delivery of services in accordance with quality and customer care standards.2. Ensure high standards of customer care are maintained across the Directorate through the prompt recording of incoming and outgoing mail on a daily basis and to track progress to ensure that acknowledgements and responses are sent out in accordance with agreed standards and that effective arrangements are in place to manage service requests, complaints, compliments and FOI/EIR requests.3. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine queries and problems, responding to enquiries both verbally and in writing.4. Operate financial and performance management information systems that support the aims of the group and manage and administer records in accordance with relevant statutory requirements.5. Raise invoices and issue associated contractual and service documentation to clients, process payments, manage debt recovery and operate information systems such as service, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, rapid access and ease of use.6. Support the delivery of services by raising and receipting orders for goods and supplies using Oracle e-business suite, as appropriate.7. To oversee the administration of the team's petty cash account, ensuring it is administered and reconciled with care and accuracy, and to effectively deal with cash or cheques received in the team.8. Individually and as part of the team provide general office support; filing, handling mail, dealing with callers/visitors, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards.9. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute performance management, financial data and statutory returns in accordance with predetermined boundaries or as instructed where there is a high demand for accuracy and precision.10. Review and develop Management Information and Management information systems to ensure they meet the changing needs of the business.11. Produce management and performance information in a form appropriate to the needs of the business, liaising with management to ensure its continuing relevance.12. Assist in the production of Service Plans for all areas of the business providing advice and assistance for Senior Managers.13. Actively assist in the development and implementation of specific professional, service led projects.14. Prepare material for committees, working groups, team meetings as required. Arrange meetings, attending and taking accurate, straightforward notes as requested.15. Contribute to the administration of staff training and personnel records and the booking of training events.16. Contribute to the induction, appraisal, training and development of less experienced colleagues, acting as coach and mentor as necessary.17. Assist with the co-ordination and organisation of community volunteers and events.				

18. Provide sickness and holiday cover for the PA Team and Crematorium Office, as and when required.
19. In conjunction with senior colleagues, actively contribute to continuous improvement of the service.
20. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

Work Arrangements

Physical requirements:	Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry.
Transport requirements:	County Hall based, but occasional need to travel to other service locations to provide cover, collect documents, attend training etc.
Working patterns:	37 hours per week, day work. Flexible working hours apply.
Working conditions:	Normally within an office environment. Some exposure to difficult situations including client/customer complaints and disputes.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Business Support and Improvement Assistant		Director/Service/Sector: Local Services, Business Support, Business and Customer Support Team	Ref: 4180
Essential		Desirable	Assess by
Qualifications and Knowledge			
A good general education demonstrating numeracy and literacy. Familiarity with databases and spreadsheets. NVQ Level 3 or equivalent in a business related discipline. Evidence of continuous professional development.		ECDL. Understanding of the diverse functions of the County Council.	(a), (i) & (r)
Experience			
Considerable experience in a similar role covering a broad range of support tasks and procedures. Extensive experience in using MS Office applications. Experience of the provision, interpretation and development of management information & information systems. Previous experience of providing administrative and business support to a broad range of managerial, supervisory and technical staff operating within a comparable organisation.		Experience of working closely with senior management in an interpretative and analytical role. Experience of developing reports from various data sources.	(a), (i) & (r)
Skills and competencies			
Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate numerical data using arithmetic functions. Ability to organise self and work and to follow instructions and procedures without constant supervision. Highly skilled in using office applications on a personal computer. Able to apply technology in new work-related situations. Ability to form appropriate relationships quickly. Ability to analyse, interpret, and develop solutions. Ability to develop and promote ideas. Communicates clearly, succinctly and correctly. Able to quickly and accurately manipulate and organise data. Able to follow instructions and procedures without constant supervision. Works in a systematic and orderly manner and able to use own initiative to resolve problems without regular recourse to manager. Knowledge of a broad range of work related tasks, procedures, systems and processes. Effective IT skills and able to use ICT to achieve work objectives.		In depth knowledge relating to any of the service areas covered within the Local Services Group.	(a), (i) & (r)
Physical, mental, emotional and environmental demands			
Usually works in a seated position. Some standing, walking, stretching or lifting. Lengthy periods of concentrated mental attention with pressure from deadlines, interruptions and conflicting demands. Some contact with the public may result in unreasonable reactions/behaviours. Some exposure to difficult situations involving customer complaints and disputes.			(a), (i) & (r)
Motivation			
A commitment to providing a quality business support service aligned to corporate objectives. Driven by a desire to improve the effectiveness of the service being proactive in the pursuit			(a), (i) & (r)

of excellence.
Reliable and keeps good time.
Demonstrates integrity and upholds values and principles.
Promotes equal opportunities and diversity in all aspects of work.
Appropriately follows instructions to achieve set objectives.
Works collaboratively to achieve team spirit.
Adapts to change by adopting a flexible and cooperative attitude.

Other

Ability to meet the transport requirements of the post.

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
e.g. case studies/visits