Business Support Assistant: Young Peoples Drug and Alcohol Service

JE Code: JE2418

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service:** | Young Peoples Drug and Alcohol Service  |
| **Reports To:** | Team Leader Young Peoples Drug and Alcohol Service  |
| **Job Family:** | Business Administration  |
| **Grade:** | C |
| **Political Restricted:** | N  |
| **Date:** | August 2022 |

**Key Deliverables**

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| **1.** | To manage all initial communications directed to the Young Peoples Drug and Alcohol Service (YPDA) Team to ensure that they are dealt with in an appropriate and timely manner. |
| **2.** | To accurately enter information relating to client referrals, case notes, communications and meeting updates onto relevant databases and ensure that information is available to all who require it. |
| **3.** | To provide admin and support to the drug and alcohol practitioners in delivering presentations and drug/alcohol awareness sessions to professionals and young people. |
| **4.** | To work closely with colleagues and partners to promote the service and build positive working relationships, carry out joint visits, and participate in client discussions, weekly team meetings and supervisions. |
| **5.** | Adhere to all Milton Keynes Council safeguarding policies and procedures and demonstrate commitment in safeguarding and promoting the welfare of all individuals. Attend all multiagency/safeguarding meetings as required and share reports/information as appropriate.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | GCSE grades A-C Maths and English and minimum of 1 years’ experience of business support. |
| **2.** | Excellent verbal and written communication skills, and self-motivated to deliver work to timescales, meeting agreed work objectives. |
| **3.** | Excellent IT skills, with competence in data analysis and presentation, excel, word, PowerPoint and ability to quickly and confidently learn and utilise a variety of different IT systems. |
| **4.** | Ability to exercise sound judgement to prioritise and manage workload appropriately and comfortable working as part of a team. |
| **5.** | Aptitude for empathy, care and respect when working with those affected by their own or someone else’s substance use. |
| **6.** | Ability to demonstrate experience or knowledge relating to working with young people/substance use. |

Job Family

Business Administration

Grade C

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

### Role characteristics

At this level job holders will use their knowledge and experience in a range of administrative functions to identify and deal with straightforward problems and carry out potentially complex administrative tasks. In dealing with others, they will need to encourage compliance with requests in relation to such matters as data gathering or meeting attendance.

### The knowledge and skills required

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

### Thinking, planning and communication

Managing information flow, related to either the specific working area, or the more general administrative functions which support it will throw up a range of issues such as conflicting data, diary clashes, and missing or duplicated information. Job holders will regularly need to solve straightforward problems such as these as part of their routine.

These roles will interact regularly with immediate colleagues, other Council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance, seeking information or ensuring the timely completion of interdependent tasks.

**Decision making and innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will be referred to the appropriate supervisor/manager.

### Areas of responsibility

The clerical and administrative duties carried out by post holders directly benefit colleagues and/ or external partners or the public. Other than assisting with the induction and orientation of new team members, post holders will not have managerial or supervisory responsibilities over other employees.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. In addition, they may have responsibility for the care and safekeeping of office equipment.

### Impacts and demands

There will be very little demand for enhanced physical exertion as most work can be done in a sedentary position. Lifting and carrying files or equipment may be needed very occasionally.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete task and meet changing deadlines or deal with unavoidable interruptions.

Job holders will have only infrequent, if any, contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.