

Specialist Business Support Assistant

JE Code:JE2408

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service:** | Children’s Services |
| **Reports To:** | Senior Business Support Assistant |
| **Job Family:** | Business Administration |
| **Grade:** | E |
| **Political Restricted:** | N |
| **Date:** | July 2022 |

**Key Deliverables**

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| 1. | To provide high level administrative support to ensure that the service meets all its KPIs. Managing complex processes working across multiple databases relating to specific key areas to ensure effective delivery of statutory and charged for services. |
| 2. | Provide a polite & professional first point of contact for service users and other professional staff to support the management teams and to assist in the planning and manging the diaries and activities of the team. |
| 3. | To develop and maintain a bank of specialist information to support the business needs. Ensuring accurate timely invoicing, the raising of sales orders and processing payments for all charged for services, are processed in accordance with the Council’s finance procedures. |
| 4. | Draft service-related communications and information materials using a variety of media: web pages, newsletters, complex meeting minutes, publications, training course outlines and adverts. Collating data and running reports as required to support the work of the wider team to deliver effective services. |
| 5. | To work flexibly across the Business Support Hub as required and undertake any other tasks and support to the service as expected within the role. Post holders will hold specialist expertise/knowledge in a least one Education, Learning and Inclusion service area. The expectation is that they will also provide cover in at least one other of the specialist areas to support absent colleagues across the team. To assist in supporting the induction process for new colleagues. |
| 6. | To develop and monitor compliance as appropriate to the service, maintaining and updating central records and liaising with external organisations to ensure accurate reporting to appropriate bodies is timely and effective. |

*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. | Educated to NVQ level 3 or equivalent, or able to demonstrate significant administrative experience in a relevant professional field. |
| 2. | Excellent IT skills: Excel, Work, PowerPoint and ability to quickly and confidently learn and utilise a variety of different IT systems. |
| 3. | Highly developed organisational skills: ability to plan ahead, prioritise workload with strong attention to detail. To be able to identify risk, mitigate and refer up to the line as required. |
| 4. | Ability to act on own initiative without requiring supervision. Prioritising own workload whilst having the ability to support work across more than one specialist area ensuring wider team priorities are also met. |
| 5. | Ability to deal with sensitive and confidential issues involving partners, colleagues and external agencies, building positive relationships and networks to assist in the role. |



Job Family

Business Administration

Grade E

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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 |

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 use their extensive knowledge of the policy and procedural frameworks of their specialist area to make day to day decisions and offer authoritative advice to others, often when such decisions and advice is unwelcome. Generally supervising others, they will take responsibility for team outputs, planning accordingly.

### The knowledge and skills required

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area.

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

### Thinking, planning and communication

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

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 post holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

### Areas of responsibility

The work carried out by the post holder directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will have supervisory responsibility over colleagues, volunteers or external contractors, and will be accountable for the quality and timeliness of teamwork outputs.

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. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and demands

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will, however, be needed quite regularly.

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

Job holders will occasionally have 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.