

Senior Business Support Assistant

JE Code JE1690

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| **Job Title** | Senior Business Support Assistant – Adult Social Care Provider Services |
| **Service** | Adult Services – Provider Services |
| **Reports to:** | Service Manager or Registered Manager |
| **Job Family** | Business Administration (BA) |
| **Grade:**  **Date:**  **JE Code:** | F  May 2022  JE1690 |

**Key Deliverables**

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| **1.** | To provide a highly effective and efficient business support within Adult Social Care Provider Services. Responding to immediate demands and using expert knowledge to understand and plan in the medium and long term to ensure a resilient and robust business support offer. Delegate generic tasks to the Business Support Assistants and Apprentices. These tasks could include audio/copy typing, scanning/indexing documents, photocopying (not an exhaustive list). Ensure work produced by the Business Support Assistants and Apprentices meet the quality standards set for Business Support within agreed timescales. Working flexibly and ensure Business Support processes reflect any change in legislation to meet statutory requirements. |
| **2.** | To organise the sourcing and collation of highly sensitive, complex confidential information for senior management, compiling data and information, drafting correspondence, reports, presentations and project documentation. Acting with tact and discretion when managing all contacts and communications, from a wide range of stakeholders including councillors, colleagues, partner agencies, and members of the public. |
| **3.** | Support Senior Managers by delivering required level of support including acting as first point of contact, managing email, planning and managing diaries and action tracking and preparation for meetings. |
| **4.** | To provide line management to Business Support Assistants and Apprentices, supporting their development and building of skills, ensuring quality of work is to a high standard. Proactively managing all HR issues such as recruitment, ill health and capability management, attendance monitoring, performance management, fact-finding and investigations. |
| **5.** | To organise and prepare for complex safeguarding meetings, legal meetings and HR meetings as required by the service. This will include accurately and concisely taking high level and complex minutes and action tracking. |
| **6.** | To utilise a high-level IT capabilities to organise and manage complex data, following agreed process to input information to IT systems under the guidance of the Service / Registered Manager, using expert knowledge to problem solve and respond to complex demands. |
| **7.** | To oversee processing of financial transactions in accordance with the Council’s finance procedures including the use of the Council’s electronic finance system. Undertaking on-going review to maximise opportunities for service improvement, this includes ensuring key data and systems are accurately maintained to facilitate accurate reporting. |
| **8.** | To actively contribute to information systems offering a consistent service in relation to key information including accurate inputting of events to service databases /systems / spreadsheets in order to facilitate accurate reporting. |
| **9.** | To provide a polite, professional first point of contact for service users and other professional staff visiting service facilities, escalating any potential issues to management. To have an awareness the safeguarding and health and safety requirements for the premises and the staff, in line with Milton Keynes Council policies and procedures. |
| **11.** | Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work. |

*To work flexibly as required and undertake any other tasks and support to the Service as expected within the role*.

**Essential Requirements**

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| **1.** | Level 3 Business Administration qualification or equivalent relevant experience. |
| **2.** | Minimum 3 years’ experience of business support, including proven success in working within complex, fast paced environments. |
| **3.** | Excellent verbal and written communication with expertise in taking complex minutes, report writing and data analysis and presentation. |
| **4.** | Excellent IT skills, with demonstrable high level of competence in data analysis and presentation, excel, word, PowerPoint and ability to quickly and confidently learn and utilise a variety of different IT systems. |
| **5.** | Ability to independently identify and implement solutions, including the ability to conduct complex and extensive research and assemble information in an accessible way to a variety of audiences. |



Role Specification

Job Family – Professional and technical (PT)

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| **Our Values** | **Our Expectations**  We all will…   * 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 |

***The level***

At this level posts are empowered to make decisions and offer authoritative solutions to problems and issues which impct across the wider service team. They deal with matters escalated from their teams and must independently find solutions to unanticipated problems and plan months ahead to meet the demands of their role.

***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.

***The type of thinking, planning and communicating necessary***

Problems, at this level, will often be complex in that they feature a number of different information strands such as budget, policy limits, the expectations of clients etc. Solutions will depend upon the careful analysis of situations and judgement will be needed to choose between conflicting approaches, none of which will please all individuals involved. Job holders will be thinking ahead several months to plan the delivery of agreed target outputs.

At this level, the communication skills expected of job holders will include the ability to deal authoritatively with colleagues and members of the public and also engage with others to persuade or encourage them to adopt a particular course of action. The type of information exchanged will be varied and often quite complicated or sensitive - job holders must be patient and use developed comprehension skills to fully understand the needs and issues of others.

***The freedom to make decisions and innovate***

Job holders are expected to not only deliver agreed outputs, but also to determine how best to achieve these aims within the limitations of general service practice. Free of highly prescriptive procedural limitations, job holders must deal independently with problems - often referred upwards from colleagues - some of which will be new and must be solved with reference only to service practice or policy.

***The areas of responsibility***

Job holders directly benefit colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will manage a small team and will have responsibility for the quality and timeliness of work outputs and the full range of managerial duties including the direction, motivation and appraisal of staff.

They 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 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 safekeeping of office equipment.

***The impacts and demands of the role***

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

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

Jobs 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. However, job holders are likely to experience unpleasant people-related behaviour in the context of their decisions and advice.