

Business Support & Information Officer

JE Code: JE0950



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Youth Offending Team |
| **Reports To:** | Business Support and Information Manager |
| **Job Family:** | Business Administration |
| **Grade:** | E |
| **Political Restricted:** | N |
| **Date:** | March 2023 |

**Key Deliverables**

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| **1.** | To maintain accurate records of cases on relevant databases and organise relevant case files to ensure that accurate information is available to all who require it. |
| **2.** | To organise meetings and activities involving staff, clients and/or volunteers (including arranging venues and recording minutes when necessary) to enable necessary programme sessions, panel meetings, etc. to take place successfully. |
| **3.** | To manage notifications of cases as required to the courts, Youth Justice Board and similar organisations (including verifying the accuracy and completeness of information) to enable the relevant organisations to complete their functions. |
| **4.** | Associated administrative duties - include dealing with incoming telephone calls and electronic communications directed generically to the Youth Offending Team to ensure that they are dealt with or passed to an appropriate person. To organise meetings and activities involving staff, clients and/or volunteers (including arranging venues and recording minutes when necessary) to ensure these take place successfully and efficiently. |
| **5.** | The post holder will be responsible for ensuring the effective running of the Appropriate Adult scheme by taking requests from custody and arranging Appropriate Adults as required. |

*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 English grade A-C, or equivalent. Desirable NVQ III in Administration, or equivalent. |
| **2.** | Ability to provide an effective administrative support to all members of staff, including managing callers (whether in person or on the telephone) to ensure they receive the appropriate service they require. This will include the accurate processing of small amounts of petty cash and the management of incoming electronic communications, including those sent via secure systems. Ability to compile information from various sources and accurately record it one the appropriate database. |
| **3.** | Ability to manage own workload effectively, with excellent planning, prioritisation and delivery skills, whilst also able to coordinate and plan the work of others within designated areas of the service. Will be able to guide and support other staff when required. |
| **4.** | Must be self- motivated and able to work on own initiative, whilst following the guidance policy and Standards for Children in the Youth Justice System. Must be flexible, able to and adapt to change and willing to contribute significantly to, and with direction, lead on development of the service. |
| **5.** | Flexible and willing approach to working hours including occasional evening and weekend working. |





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.

Jobs 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.