

Job specification



Job title: Business Support Assistant

Service: People's Directorate, Children, Adults and Families

Grade: G4

Reporting to: Administration Manager

Your job

You will support the Council achieving its Vision of 'Confident Place – Confident People' through the 5 Values of: Confidence in the Borough, Putting People First, Efficient and Business Like, Always Keen to do Better and One team, One Council.

You will support the Team in leading the Council through a process of continuous improvement to deliver an effective and efficient customer driven Service and support the provision of advice and guidance on associated issues as appropriate. You will support the Team(s) to enable service improvements as required and provide specific team related professional support to assist with the achievement of the team's aims and objectives helping to build capacity within directorates.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Assist with the effective implementation of the Together for Adoption Service providing the appropriate professional support.
- Act as first point of contact for enquiries, providing basic advice to managers and employees and referring on to other team members/Directorates as appropriate.
- Respond to routine and ad hoc requests for information from line management, internal and external sources in a timely, responsive manner.
- Maintain systems for computerised and manual document control, to support the work of the team.
- Work with team members to develop appropriate interventions to assist services improve the application of resources to effectively manage casework.
- Undertake health and safety related duties as directed to test the fire alarm, secure the building, and liaise with contractors as needed.

On an ongoing basis you will:

- Work to the standards laid down within the policies, processes and procedures of the unit, service, and Council.
- Support line management in developing a corporate performance management culture that enables a framework to drive continuous improvement that enables service specific business development through appropriate professional support.
- Ensure the integrity and accuracy of data and information used and processed within the team and service.

- Input and retrieve information from the corporate and local systems as necessary and produce statistical and other reports as required.
- Utilise systems and equipment effectively and efficiently and maintain systems, equipment, records and files in good order.
- Provide appropriate advice and guidance on service specific issues in line with legislation as appropriate ensuring consistency of approach linked to HR policies and practices.
- Prepare and scan documents into various systems.
- Produce accurate minutes at meetings and distribute appropriately.
- To actively promote and demonstrate to clients the benefits of using self-serve models.
- Receive and check deliveries as appropriate.
- Maintain adequate stock levels and issue as appropriate, keeping relevant records.
- Receive and record complaints and forward to an appropriate person for action.
- Undertake reception duties, including welcoming and escorting visitors as required.
- Report faults on equipment, furnishings, and fittings to the relevant person, as appropriate.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements: -

Self Management

Presenting Self

Presents a positive approach to work and treats people with respect in a fair and equitable way. Handles all issues of confidentiality with the utmost discretion and takes responsibility for own actions and communicates by avoiding use of jargon.

Developing Own Capability

Develops self to meet job demands developing skills and knowledge through appropriate continuing professional development (CPD) opportunities.

Managing Own Work

Works within the legislative framework, structures and guidelines adapting working style to suit changing service needs and developing accordingly.

Working With Others

Collaboration, Influencing Outcomes and Meeting User Needs

Attempts to communicate well and shares information as appropriate whilst being sensitive to others.

Engages with work proposals in a constructive manner.

Promotes and shares information regarding HR&OD services taking account of user feedback and ensuring that the service provided best meets user needs.

Providing Direction

Enabling People and Setting Organisational Direction

Supports an enablement culture by enabling others to pick up work as required.

Provides evidence of supporting the Service long-term vision, work-plans, aims and objectives.

Moving Forward

Problem Solving

Attempts solution-based resolution by engaging with colleagues as appropriate.

Developing Services and Processes

Supports the development of directorates by seeking feedback and using relevant information to improve service delivery.

Improves ways of working by developing work related processes.

Achieving Change

Supports the Council's change agenda and new initiatives in line with our vision and priorities.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough