

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE	:	Adult Care and Support
SECTION	:	Governance and Business Support
LOCATION	:	Combination of office and home working <i>Office base: Number One Riverside, Rochdale</i>
JOB TITLE	:	Casual Business Support Assistant
Grade	:	3
Accountable to	:	Various
Accountable for	:	N/A
Hours of Duty	:	As required/ Casual

Any Special Conditions of Service

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by RBC.

In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken English.

This post is not Politically Restricted in accordance with the current regulations

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

PURPOSE AND OBJECTIVES OF THE JOB

The role includes providing a range of business support services, including input and analysis of data, contact with service users and managing meetings.

Control of Resources

Personnel

To be responsible for managing and motivating of self both as an individual and as a member of the service.

Financial

To work in accordance with Financial Regulations and procedures of the Authority.

Premises/Equipment/Materials

To ensure effective and appropriate use and security of information systems relevant to the post including software and ICT equipment.

To ensure the efficient and effective use of equipment and consumable goods used in relation to the work of the post holder.

Data & Information Security

Responsible for management and security of data for areas of responsibility.

Health/Safety/Welfare

To be responsible for the safety and welfare of self and colleagues in accordance with Health and Safety policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal: Staff within the Service
 Staff of other Services

External: Other key stakeholders

Responsibilities

The post holder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times.

Principal Duties

1. To provide effective and responsive business support to all teams within Governance and Business Support.
2. To ensure that information and advice provided is up to date, accurate and in accessible formats appropriate to client group.
3. To respond to requests for information, using initiative to resolve at point of contact where appropriate and escalating where necessary. To ensure that the information and advice given is proportionate and it assists to promote the individual's wellbeing by increasing their choice and control using escalation processes as appropriate.
4. To communicate effectively and sensitively with a wide range of people.
5. To administer meetings, forums and training sessions, including scheduling, agenda preparation, invites, accurate and timely minute taking and following up / monitoring any actions required. This will include liaising with Health colleagues to set up and service Multi-Disciplinary Team meetings and other events as integration develops.
6. To ensure accurate and timely ordering, payments and recharges.
7. To update and maintain the case management system and any other electronic systems with accurate and timely information, ensuring that data is protected and secured in line with relevant legislation and policies.
8. To retrieve, collate and analyse relevant information from a variety of sources as required.
9. To process referrals to Adult Care and associated schemes/services in line with agreed procedures.
10. To work to and assist in the identification of potential improvements to administrative processes and procedures.
11. To maintain effective working relationships with Providers and Contractors.

Secondary Duties

1. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
2. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	Helen Murphy	Date	May 2018
Job description reviewed by	Kathryn Andrew		July 2020
Agreed by Post holder		Date	
Supervisor		Date	
Service Director		Date	

Rochdale Borough Council
Person Specification

Service :	Adult Care	Post:	Casual Business Support Assistant
Section :	Governance and Business Support	Post Number:	
Job Ref:	RBC	Grade:	3

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Qualifications and Experience		
1 Please confirm that you possess a qualification at a minimum level of GCSE Maths and English Language (grade A-C) or above	E	AF/I production of certificates at interview
2 Please provide details on your experience of customer service and administrative support	E	AF/I/A
3 Please give details of your experience of analysing financial data for numerical accuracy	E	AF/ I/A
4 Please give details of your experience of working in an evolving/changing environment demonstrating flexibility of approach and a positive attitude	E	I/A
5 Please provide details of your experience of using information technology effectively, including Microsoft Office and customer recording and monitoring systems to a well-developed level	E	I/A
(b) Skills and Knowledge		
6 Please provide details of your knowledge and understanding of the needs and issues faced by older people and vulnerable adults and the role of the Local Authority.	E	I/A

7	Please give details of your effective communication skills, both verbally and in writing	E	AF/I/A
8	Please provide details of how you use your skills to ensure impartiality and confidentiality when dealing with clients	E	I/A
9	Please provide details of your excellent organisational skills	E	I/A
10	Please give details of your ability to prioritise and work on own initiative and work effectively as a member of a team	E	AF/I/A
11	Please provide details of your methodical approach to problem solving	E	I/A
12	Please give details of your ability to produce accurate and comprehensive notes of meetings.	E	I/A
13	The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post	E	I
(c) Behaviours and Values			
14	<p>Approach the job at all times using the values set out below</p> <ul style="list-style-type: none"> • Proud • Passionate • Pioneering and Open <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I
(d) Special Working Conditions			
15	Please provide details of your commitment to work flexibly as required.	E	I

