

ROCHDALE BOROUGH COUNCIL
JOB DESCRIPTION

SERVICE:	Children's Service
SECTION:	Business Support
LOCATION:	Any Children's Services Site
JOB TITLE:	Business Support Assistant
Grade:	3
Accountable to:	Business Support management
Accountable for:	Not applicable
Hours of duty:	37 hours in accordance with the scheme of flexible working arrangements/Service Work-Life Balance Scheme
Any special conditions of service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p> <p>External candidates applying for this post must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale.</p>

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

Organisational Chart

To be provided

PURPOSE AND OBJECTIVES OF THE JOB

To be responsible for the provision of a wide range of business support functions within Children's Services.

To be part of a team providing a flexible, efficient and effective support in accordance with Council policies and procedures.

Control of Resources

Personnel

To be responsible for the direction, support and motivation of self.

Financial

To work in accordance with the financial regulations and procedures of the Authority.

Equipment/Materials

To be responsible for the safe use, control and maintenance of equipment/furniture/materials used by the postholder.

Health/Safety/Welfare

Responsible for the health, safety and welfare of self and others in accordance with Council Policies and procedures.

Equality and Diversity

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

Training and Development

The postholder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with Council's Policies.

Relationships (Internal and External)

Internal

Colleagues and team members within Children's Service, other Council Services, Impact Partnership, school staff, Members of the Council, trade union officials.

External

Community Groups and Voluntary Organisations, members of the public, Councillors, outside Agencies/bodies.

Responsibilities

To provide a wide range of business support functions within Children's Services under the guidance of Business Support Management.

As part of the team provide a flexible, efficient and effective business support service in accordance with Council policies and procedures and within statutory timescales.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

1. To undertake a range of business support functions in response to service specific needs including:
 - Data Input and Retrieval
 - Child Care Records Management – electronic & paper
 - Processing and Distribution of Incoming & Outgoing Mail
 - Assisting in the Procurement of goods and services through e-procurement
 - To be responsible for the process of payment of incoming invoices
 - Maintaining data quality in relation to all Children's Service records within the postholder's area of work.
 - Preparation and collation of information and materials
 - Preparation of documents, including agendas, minutes and letters
 - Organising non statutory meetings, Minute Taking & secure distribution of minutes
 - Assisting with the collection of data for the Service Key Performance Indicators
 - Checking documents/information
 - Producing high quality documents & forms
 - Reception (Specialism)
 - Switchboard (Specialism)
2. To assist in the establishment and maintenance of appropriate systems and procedures both manual and computerised.
3. To receive enquiries/requests for service in a courteous and customer friendly manner and record and direct as appropriate.
4. To assist with the collection and distribution of data or statistical information as appropriate.

5. To undertake general business support functions as appropriate, for example: photocopying, file/information retrieval, mail merge and post duties.
6. To assist in the maintenance of computerised/manual information systems and updating of records.
7. Handle, process and distribute small amounts of cash, cheques and other near cash equivalent as necessary.
8. To assist with the collection and distribution of information for FOI requests and SAR's as directed by management
9. To attend meetings/briefings and events as appropriate.

Secondary Duties

- 1 To undertake such other duties and responsibilities of an equivalent nature as may be determined by the Head of Service (or nominated representative) in consultation with the postholder and if she/he wishes with her/his trade union representative.

Job Description prepared by	Marion Brown	Date	March 2016 V0.02 – February 2019
Agreed by Postholder		Date	
Supervisor	CS Business Support Managers	Date	March 2016 V0.02 – February 2019
Chief Officer	Pamela Wharton	Date	March 2016

**Rochdale Borough Council
Person Specification**

Service :	Children's Services	Post:	Business Support Assistant
Section :	Business Support	Post Number :	
Job Ref:		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
1	If you are an external candidate please confirm you are a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale.	E	AF
(a)	Special Working Conditions		
1	Are you able to work flexibly in accordance with the needs of the service?	E	AF and I
(b)	Qualifications and Experience		
2	Do you have NVQ 2 Customer Services or Business Admin (or equivalent)?	D	AF
3	What is your experience of providing a range of administrative & financial support in an office environment?	E	AF and I
4	What experience of using software applications including Outlook, Word, Excel, PowerPoint and Information Databases do you have?	E	AF and I
5	What experience do you have of note taking within a meeting environment and are you willing to undertake training?	E	AF and I
6	What experience do you have of inputting statistical information to databases and/or spreadsheets	E	AF and I and test
7	Please give details of your experience of working to and delivering a high standard of customer care.	E	AF and I

(c) Skills and Knowledge			
8	What is your knowledge and understanding of the role of Business Support within a service?	E	AF and I
9	What abilities do you have to work to deadlines and produce work of a high level of accuracy?	E	AF and I and test
10	What ability to work on your own initiative do you have?	E	AF and I
11	What abilities to operate and develop manual and electronic office systems do you have?	E	AF and I
12	What is your recognition of the importance of confidentiality?	E	AF and I
(d) Behaviours and Values			
13	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> • Valuing our people • Focusing on customers • Acting with integrity • Using time and money wisely • Working together • Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I
Armed Forces			
14	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces	D	AF/I
15	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-24 months since you left the Armed Forces	D	AF/I