

ROCHDALE BOROUGH COUNCIL
JOB DESCRIPTION

SERVICE	:	Adult Care and Support
SECTION	:	Various
LOCATION	:	Number One Riverside, Smith Street, Rochdale
JOB TITLE	:	Business Support Assistant
Grade	:	3
Accountable to	:	Various
Accountable for	:	N/A
Hours of Duty	:	Various

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

External candidates applying for this post must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale.

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

Various – specific organisational charts will be included depending on which team the post-holder is in.

PURPOSE AND OBJECTIVES OF THE JOB

The role includes providing a range of business support services, including input and analysis of data 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 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 provide effective and responsive business support to Teams within Adult Care.
2. To ensure that information and advice provided is up to date, accurate and in accessible formats appropriate to client group.
3. 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 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 relationship 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
	_____		_____
Agreed by Post holder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director	_____	Date	_____

**Rochdale Borough Council
Person Specification**

Service :	Adult Care	Post:	Business Support Assistant
Section :	Various	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
Filter Questions			
1	If you are an external candidate please confirm you live within the municipal boundaries of the Borough of Rochdale	E	AF
(a) Qualifications and Experience			
2	Please provide evidence of GCSE A-C (or equivalent) in Maths and English Language	E	AF/I and check qualifications at interview
3	Please provide details on your experience of customer service and administrative support	E	AF/I/A
4	Please give details of your experience of analysing financial data for numerical accuracy	E	I/A
5	Please give details of your experience of working in an evolving/changing environment demonstrating flexibility of approach and a positive attitude	E	I/A
6	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	AF/I/A
(b) Skills and Knowledge			
7	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	AF/I/A
8	Please give details of your effective communication skills, both verbally and in writing	E	AF/I/A
9	Please provide details of how you use your skills to ensure impartiality and confidentiality when dealing with clients	E	AF/I/A
10	Please provide details of your excellent organisational skills	E	I/A

11	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
12	Please provide details of your methodical approach to problem solving	E	I/A
13	Please give details on your ability to produce accurate and timely minutes from complex meetings.	E	AF/I/A
14	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) Special Working Conditions			
15	Please provide details of your commitment to work flexibly as required.	E	AF
(c) Behaviours and Values			
16	<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			
17	If applying as part of the Armed Forces Scheme: Please confirm your last long term employer was the Armed Forces	D	AF/I
18	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