

OLDHAM COUNCIL

JOB DESCRIPTION



Job Title: Learning Support Officer		
Directorate: Economy, Skills & Neighbourhoods	Division/Section: Education and Early Years	
Grade: Grade 2	JE Reference: BSO2	

Job Purpose:

To provide effective business support to the Schools and Learning team, to contribute to their service delivery and achievement of their team objectives.

Key Tasks:

- A. To be the front line of communication between the Schools and Learning Service, parents/carers, all educational establishments, Bridgewater Community Healthcare Trust, Health etc and supporting services on day to day issues.
- B. To support all aspects of the administration, processing, checking and auditing of parent eligibility for the two year old free entitlement and the 30 hrs entitlement.
- C. Collating information from Oldham providers and other LA's about the early years and childcare market. e.g charging policies, opening hours etc.

General Tasks – Document & Data Management:

- 1. Type and produce presentations and to format existing presentation (not authoring).
- 2. Produce information in different formats, including letters, reports, charts, maps and tables, and undertake mail-merges, using branded templates where applicable.
- 3. Enter data into systems, including checks for completeness and correctness of information before inputting.
- 4. Design straightforward spreadsheets including the inputting of basic formulae.
- 5. Manipulate data within systems and run reports (including exception reports), analyse and correct errors as appropriate.
- 6. Maintain effective and efficient office and information systems, including compliance with external requirements where necessary.
- 7. Undertake filing, both paper and computerised, and co-ordinate the archiving of documents and information according to the Council's Data Retention Policy.

General Tasks – Financial Resources

- 8. Provide financial and statistical information to others.
- 9. Order goods and services, raise and process purchase orders, cheques and invoices as directed

using the Council's financial management system.

10. Take and record payments and issue receipts, including the processing of online payments. Balance and reconcile payments, and bank monies, as necessary.
11. Investigate and resolve straightforward financial queries using appropriate procedures and processes.

General Tasks – Customer Relations (Internal & External)

12. Effectively handle a variety of queries, on the telephone and in person, which may require investigation and later responding to enquirers, or require escalation to another team member or section. This could include receiving and recording complaints.
13. Undertake reception duties, including welcoming and escorting visitors.

General Tasks – Meetings & Events

14. Organise and set-up meeting rooms/venues for events and any associated equipment, as directed, plus order refreshments where appropriate in line with service offer.
15. Co-ordinate suitable meeting dates for a small number of attendees, where requested, including arranging car park spaces at designated locations for meeting attendees.
16. Prepare agendas including standing items and request items from others.
17. Take informal and formal minutes as required, and record action points.
18. Make business travel and accommodation arrangements, as instructed, and in line with Council guidelines.
19. Maintain schedules of meetings, reviews and events.

General Tasks – Physical Resources

20. Order supplies, e.g. repeat orders and standard items, to maintain sufficient stock levels, checking deliveries for completeness.
21. Obtain, issue and record equipment and resources as part of a booking system.
22. Carry out basic maintenance of office equipment, including replenishing paper and changing toners, reporting faults on equipment, furnishings and fittings to the relevant person, as necessary.
23. Order printing of documents by external providers as directed.

General Tasks – General Clerical Duties

24. Undertake a variety of administrative and clerical tasks, such as dealing with post, assisting with bulk mail outs, photocopying and scanning documents, etc.

General Tasks – Demonstration of own duties

25. Undertake demonstration of own duties to others (not formal training).

Standard Duties:

1. To actively promote the equalities and diversity agenda in the workplace and in service delivery.
2. To uphold and implement policies and procedures of the Council; including customer care, data protection, finance, ICT, safeguarding and health & safety policies.
3. To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda.
4. To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
5. Undertake any additional duties commensurate with the level of the post.

Contacts:

Colleagues with own team, and the rest of the Council, internal and external customers including the public, partner organisations, for example; the NHS or First Choice Homes Oldham.

Relationship To Other Posts In The Department:

Responsible to: To be confirmed

Responsible for: Not applicable

Special Conditions:

None

	DATE	NAME	POST TITLE
Prepared	July 2007	Corrina Sutton	HR Advisor – Reward
Reviewed	December 2010	Anne Nikolaou	Head of Business Support
Reviewed	January 2017	Corrina Sutton	Reward & Recognition Strategy Lead
Reviewed	May 2017	Paula Healey	Education Improvement Manager

OLDHAM COUNCIL**PERSON SPECIFICATION****Job Title:** Business Support Officer (BSO2)

	Selection criteria (Essential)	Selection criteria (Desirable)	How Assessed
Education & Qualifications	Sufficient literacy and numeracy to undertake the tasks and duties of the role	NVQ2 in Business Administration or equivalent	AF / I (Certificate)
Experience	Experience of using computer packages for word-processing, spreadsheets and databases, plus using the internet and sending/receiving e-mails Experience of undertaking a range of administration and clerical tasks Experience of following instructions, procedures, processes and/or policies, including financial procedures	Experience of using Windows Operating System and Microsoft Office Programs	AF / I AF / I / T AF / I
Skills & Abilities	Customer service skills to deliver polite, courteous and efficient service to colleagues, partners and service users Organisational skills to complete tasks to deadlines, re-prioritising own work if necessary Teamworking skills to work effectively with others to meet deadlines and complete work to the required standard Problem solving skills to interpret information/situations and solve straightforward problems Able to produce work to required standards without close supervision		AF / I / T AF / I AF / I AF / I / T AF / I / T
Knowledge	Understanding of data protection issues and the need to keep person		AF / I

	data secure and confidential		
Work Circumstances	Able to work flexibly to meet the needs of the service including at different locations		Interview

Abbreviations: AF = Application Form; I = Interview; T = Test

NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview