

Job Description and Person Specification

Business Support Officer

A Lambeth to be proud of



Job Title: Business Support Officer

Department: Children's Services

Division: Children's Social Care

Grade: Scale 6

Reports to: Business Support Team Leader

Context

To provide a comprehensive, professional, proactive, customer focused business support service to the organisation, enabling services to meet their statutory and legal obligations and our Borough Plan.

Job Purpose

- Provide comprehensive business support service as required, duties may include; mailbox management, finance processing, inputting, storing and archiving of data, meeting arrangements, caseload management and note taking.
- Maintain IT systems, including local and corporate IT systems, spreadsheets, databases to be able to produce appropriate outputs, e.g., reports.
- Update IT systems to ensure that individual records are up to date with information required for statutory returns and local datasets, ensuring the data is up to date, accurate and reliable.

Responsibilities

1. To work flexibly across the service, working on a range of activity to provide proactive support to service users.
2. To manage a demanding workload in a responsive way to assist the Business Support Team Leader to meet key objectives and external regulatory requirements.
3. To ensure the professional delivery of established business processes such as database management to support the organisation.
4. To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.
5. Embrace new technology to support service users, to ensure that the level of support offered is flexible and in line with Lambeth's ways of working.
6. To work methodically to prioritise work and meet deadlines.
7. Use innovative and imaginative thinking to improve service delivery.
8. In an emergency situation, work can be amended from Business As Usual (BAU) to assisting with the situation that has arisen.
9. Undertake other duties appropriate to the post that may reasonably be required from time to time.

Relationships:

10. The post holder will be required to liaise with various teams and services across the organisation. Key contacts will include officers across all directorates, members of the public, service users and suppliers.

Work Environment:

11. This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based, with some flexibility to work from home and the postholder will be expected to work across Lambeth estate to provide cover for similar roles as well as work to Lambeth's paper-lite agenda.

The following accountabilities apply to all posts as relevant to and consistent with their grade and duties:

12. To implement the Council's Equal Opportunities and Diversity policies and to work actively to overcome discrimination on grounds of age, disability, gender, race, religion/belief, sexuality or status in the Council's service. To take responsibility appropriate to the post held for tackling racism and promoting good race, ethnic and community relations.
13. To ensure that the Council's values, policies, procedures, Standing Orders and Financial Regulations and relevant external regulations, standards or legal requirements, including the Data Protection Act, the Computer Misuse Act, the Health & Safety at Work Act and other relevant legislation are integrated into work programmes and service delivery.
14. To undertake research including identifying examples of established best practice in other authorities and organisations and taking account of current and planned protocols and processes within Lambeth and prepare and present advice and reports to professional standards which enhance the council's reputation.
15. To maintain strict confidentiality wherever required.

Organisational Context

16. Although officers will work within their knowledge (specialism) areas, there will be opportunities for officers to move across different work areas. Operationally, from time to time, officers may need to move service areas. There will always be full training for staff to ensure they are fully equipped to undertake their role.

Areas of responsibility within Business Support

1. Children's Services
2. Adults and Public Health
3. Corporate Resources
4. Neighbourhoods and Growth

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Ability to provide efficient and effective administrative support	✓A
	K2	Excellent knowledge and application of IT systems and software packages.	✓A
	K3	Excellent word processing skills and able to compose correspondence on standard issues	
	K4	Excellent levels of literacy and numeracy.	✓A
	K5	Whilst understanding the needs, timescales and deadlines of others	
	K6	Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally	✓A
	K7	Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.	✓A
	K8	Ability to identify improvements to processes and systems and to share the recommendations with the wider team.	
	K9	Resilience and ability to work with sensitive and sometimes challenging information.	
	K10	Ability to work flexibly, balancing competing priorities and meeting deadlines.	✓A
	K11	Digital and customer service skills	
	K12	Resilience and ability to work with sensitive and sometimes challenging information.	
Relevant Experience	E1	Experience of efficiently operating office systems	
	E2	Able to communicate effectively with colleagues and	✓A
	E3	customers and all levels	
	E4	Able to show flexibility and initiative	
Qualification	Q1	Educated to "A" Level Standard or demonstrable relevant experience at an appropriate level.	

Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. Ensure fairness and justice is at the heart of my decision making and support to my team and others. 	
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		<ul style="list-style-type: none"> • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		Kindness <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		Accountability <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are 	

		<p>informed and understood and communicated to others.</p> <ul style="list-style-type: none"> • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	