**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Business Support Officer |
| Salary: | £28,163 - £30,060 |
| Grade: | Gr 7 |
| Hours: | We are open to discussions about flexible working. |
| Team: | Business Support Service |
| Service Area: | Adults and Housing |
| Primary Location: | The role is predominantly remote working within the framework of the Oxfordshire County Councils Agile Working policy.  There may be occasional requirement to work from sites across the county however such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.  Primary Location is open to discussion based on location |
| Budget responsibility: | None |
| Responsible to: | Business Support Team Leader |
| Responsible for: | No-one |
| Political Restricted Post: | No |

## Job Purpose

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| This is a brief overview of the key objectives of the job including the context within the team/department.  This role will provide specialist administrative support to a Directorate team, enabling the best possible support to be provided to both internal and external customers. |

## Job Responsibilities

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| This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.   * Working co-operatively, as part of a team to provide efficient and effective business and administrative support to staff based in specialist directorate teams who may not work from one office; * Actively liaising with colleagues to provide constant and consistent services, streamline practices, provide cross-service cover and help prevent excessive workload peaks. * Developing detailed knowledge, skills and expertise in at least one designated, complex service area(s) to enable the directorate to meet statutory requirements and meet local priority needs   **Office and Team Support**   * Act as a first point of contact for the Service, including enquiries which may be emotive, distressing and complex in nature; assessing the nature and urgency of the call and responding or referring to senior officers (e.g. Duty Officers, managers) as appropriate. * Process and respond promptly to specialist enquiries (post, telephone, email, face to face), accurate message taking, copying, scanning and distributing information as necessary. * Provide data and systems management, to include collection, processing and inputting/extracting data into/from the County Council’s information management systems and databases (e.g. ONE, Liquid Logic, SAP) ensuring accuracy and security of data and compliance with statutory requirements. * Maintain diaries, appointment systems, scheduling and arranging internal meetings including managing bring forward systems daily. * Organise meetings/events including statutory meetings (e.g. Panels, Case Conferences, Democratic Processes), ensuring that appointments are realistically planned about timing and venue; venue, catering and resources are booked appropriately; and preparing materials to support the event. * Produce a range of documents including letters/emails and presentations to a good standard by the required deadline. * Maintain record-keeping systems for recording and monitoring service processes. * Work alongside Duty to ensure that individuals contacting the team are efficiently managed.   **Financial Support**   * Process financial tasks within the team including e-procurement, petty cash, receipting of goods. * Investigate variations and carry out research to provide budgetary and statistical information using available systems. * Administer grants, payments and transactions (e.g. employee claim forms, travel warrants).   **Leadership and Collaboration:**   * Supporting the recruitment, induction, supervision and learning of others as required. * Attending and participating in meetings as required to support the needs of the service including taking a lead role as ‘champion’ for a service process, system or development area. * Any other duties as may be deemed necessary to carry out the full remit of the role. |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job

Each of the criteria listed below and your commitment to our values will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| --- | --- |
| Essential Criteria | Assessed By: |
| GCSE grade C or above in English and Maths (or equivalent standard of education)  or comparable ability | A/D&I |
| Demonstrable administrative experience | A&I |
| Front line/customer service (visitor/telephone) experience with the ability to  converse at ease with members of the public and provide advice in accurate spoken  English. | A&I |
| Experience of using MS Office, i.e. Word, Excel, PowerPoint, Outlook including  electronic diary management to an intermediate level | A&I |
| Information and data research, retrieval entry and collation using information  management/ internet/ web-based systems | A&I |
| Ability to work alone, as well as working co-operatively in a team. | A&I |
| Flexible attitude and able to handle change effectively. | A&I |
| An honest individual who is passionate about providing support for people | A&I |
| Key Behaviours   * Always learning * Be kind and care * Equality and integrity in all we do * Taking responsibility * Daring to do it differently * Putting people and communities at the core of all we do * Building strong relationships and networks, takes a collaborative approach with colleagues and stakeholders. * Taking ownership and accountability for their personal performance * Communicating and collaborating pro-actively * Making the best use of the Oxfordshire resources – money, people, skills, estates, equipment etc – looking beyond organisational boundaries * Role modelling a positive, can-do attitude with a continuous improvement mindset. * Demonstrating curiosity and actively seeking out emerging practices and development opportunities * Supporting a strong team culture, empowering team members, and supporting team member’s learning and development * Displaying informed decision making * Promoting a blameless culture * Respecting each partner organisation duties and responsibilities but acting for the best system outcome. | A&I |
| Desirable Criteria | Assessed By: |
| Experience of processing financial claims/transactions. | A&I |
| Ability to produce accurate written summaries of meetings, events and  conversations. | A&I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| --- | --- | --- | --- |
|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |

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|  | Other (please specify): |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| --- | --- | --- | --- |
|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis | ☐ | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |

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|  | Other (please specify): |