

Appendix 1 - LEEDS CITY COUNCIL JOB DESCRIPTION

DIRECTORATE / Service Area

ADULT SOCIAL CARE / Support and Enablement.

Post Title: Business Support Assistant

GRADE: B1

Post(s) to which directly responsible Business Support Manager

Post(s) for which directly responsible NONE

Purpose of Job

Under the general direction and supervision of the Senior Business Support Assistant to work as a member of a clerical support team providing day to day general support services to Adult Social Care teams within an area office. Inputting to the Service's database, supporting social work staff on recording issues and maintaining data quality. Supporting service users making contact with the Service.

Responsibilities

To be a member of and provide support to an office-based team

To undertake general clerical and/or word-processing duties, including maintenance of computer and manual records, maintaining the case file system, enquiries, photocopying and the distribution of material.

To undertake telephone and reception duties as required providing first point of contact for the customer care needs of service users.

To maintain databases and case files in accordance with responsibilities detailed in Adult and Children's Procedures.

To participate in training and development activities as necessary to ensure up to date knowledge and skills.

To undertake other duties appropriate to the post as required by the Business Support Manager.

To comply with the requirements of all Leeds City Council policies, procedures and staff instructions, including responsibilities for Health and Safety, Safeguarding Adults and Equality and Diversity.

To undertake routine financial transactions including the receipting of cash and maintaining financial records as required and in line with good practice in financial management.

To actively promote and support Leeds City Council's Policies on Equal Opportunities and to work in an anti-oppressive manner.

Relationships

The postholder will be expected to work as a member of a team within the establishment, maintaining a close working relationship with other colleagues, service users, carers and other agencies.

Physical Conditions

The post is currently based in one Area of the Service and the post holder will be required to work at a number of sites within that Area.

Leeds City Council operates a non-smoking policy.

SOCIAL CONDITIONS

The post will require a minimum of 37 hours per week to fulfil the responsibilities of the job. Normal office hours are 8.30am – 5.00pm Monday – Thursday and 8.30am – 4.30pm on a Friday. However a flex time scheme is available.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council.

Prospects

Promotion

Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.

Training

The Department encourages training both “in-house” and external to meet the needs of the individual and of the Department.

QUALIFICATIONS No formal qualifications are required for this post though NVQ Business and Administration level 2 or equivalent would be desirable.

SPECIAL CONDITIONS

In discharging its social services function under the Local Authority Social Services Act 1970, the Department is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and any applicant is obliged to disclose **ALL** convictions and cautions, no matter how long ago they occurred and regardless of whether the offences were committed as an adult or a juvenile.

Please note that a criminal record will not necessarily be a bar to obtaining employment; this will depend on the circumstances and background to any offence.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We promote diversity and want a workforce that reflects the population of Leeds.

An Enhanced Criminal Records Bureau Disclosure check will be carried out on preferred candidates.

Job Description Prepared / Reviewed by:

Job Description Approved by:

Date:

Equality Development Unit
Human Resources Section

Date:

EMPLOYEE SPECIFICATION:

Detailed below are the types of skills, experience and knowledge that are required of applicants applying for the post. The 'Essential Requirements' indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under 'Desirable Requirements' are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

SKILLS	Ess	Des	MOA
Ability to take down detailed information from service users in person and over the telephone.	*		A/I
Ability to pass appropriate information accurately and concisely between service users, carers, colleagues and other agencies.	*		A/I
Ability to use standard Microsoft packages and a customer database to input and extract information as required.	*		A/I/T
Ability to demonstrate basic numerical skills in relation to preparing and processing accounts and other financial documents.	*		A/I
Ability to understand and follow written procedures and staff instructions.	*		A/I
Ability to maintain accurate records electronically and in paper format.	*		A/I

KNOWLEDGE/QUALIFICATIONS	Ess	Des	MOA
An understanding of confidentiality including the handling of service user's personal information.	*		A/I
Of the importance of meeting deadlines required by the Service.	*		A/I
Of providing for the needs of service users by applying good knowledge of customer care.	*		A/I
Of Adult Social Care services.		*	A/I
Of filing electronic and paper based systems.	*		A/I
NVQ Business and Administration level 2 or equivalent		*	A/I
Of computerised systems and the use of Microsoft packages eg Word, Excel and Outlook.	*		A/I/T

EXPERIENCE	Ess	Des	MOA
Of working flexibly and to deadlines as required by the Service.	*		A/I
Of dealing with constant and often conflicting demands.	*		A/I
Of working as an effective member of a team.	*		A/I
Of routine financial transactions including cash handling.		*	A/I
Of general office work/procedures including computerised systems.	*		A/I
Of working to the required standards especially with regard to data quality	*		A/I
Of dealing with a variety of record systems.		*	A/I

BEHAVIOURAL AND OTHER RELATED CHARACTERISTICS	Ess	Des	MOA
Abide by the Council's Equality and Diversity Policy in the duties of the post, and as an employee of the Council.	*		I
Carry out all duties having regard to an employee's responsibility under the Council's Health and Safety and Safeguarding Adults policies and procedures.	*		I
Willingness to actively participate in training and development activities to ensure up to date knowledge and skills.	*		I
Knowledge of the problems of disadvantaged groups.		*	I

METHOD OF ASSESSMENT(MOA)	A = Application Form T = Test I = Interview
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BSIP/Support Assistant (AREA OFFICES) B1