

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>6BF</b>	<b>Role Title</b>	<b>Senior Business Support Assistant</b>
<b>Grade</b>	PS6	<b>Reports to (role title)</b>	<b>AHP Workforce Operations Manager</b>
		<b>Directorate/School</b>	<b>Health, Wellbeing &amp; Adult Social Care</b>
<b>JE Band</b>	192-227	<b>Service/Department</b>	<b>ASC Workforce &amp; Business Support Team</b>
		<b>Date Role Profile was created</b>	<b>May-25</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To provide a comprehensive business support service with the Adult Social Care Directorate. The role holder will ensure that systems are in place and input data into appropriate databases and manual records to keep the records up-to-date and accurate to agreed procedures and standards. The role will require providing factual and reliable advice on all areas of business support for which the ASC Workforce Strategy &amp; Business Support Team is responsible. The role holder will support senior team members and service managers to ensure projects are delivered in a timely manner and to a high standard. The role holder will perform accurate and timely employee administration and transaction processes, to agreed procedures and standards, also including minute taking as directed.</p> <p>The role holder will work closely with frontline managers and business support colleagues to ensure systems and records (e.g. OM) are maintained and accurately updated on a regular basis, providing expert process and practice advice as required.</p>
<b>Work Context</b>	<p>The post sits within Adult Social Care Business and Change service. The post will primarily support a range of frontline and support function teams. The role is a key part of the ASC Workforce Strategy &amp; Business Support Team and will work with colleagues and stakeholders to ensure processes and procedures are maintained at all times. The role holder will also be expected to highlight and contribute to the continuous improvement needs of the team to ensure the team continues to effectively support the service. The role holder will support more senior staff by executing the detailed processes entailed in specific aspects of business, financial, facilities and HR administration and will be fully versed in all the procedures of their specialism. The role holder will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day, timescales.</p> <p>The role can be delivered through a hybrid approach but will require attendance at various offices across Surrey to meet service and customer needs.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Provide and manipulate data for statistical purposes and run and present standard reports.</li> <li>• Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity.</li> <li>• Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/ external meetings and activities to support a high standard of office organisation.</li> <li>• Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Follow established ordering procedures to ensure adequate resources are available.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues.</li> <li>• Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Guide junior staff in duties to facilitate their development and ensure routines observed.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
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<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Relevant HR, management, communication, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline.</li> <li>• Familiar with one or more of the specific processes used in the relevant discipline.</li> <li>• Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures.</li> <li>• Competent in a range of IT tools.</li> <li>• Ability to work with others to achieve objectives and improve customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers.</li> <li>• Good administrative /organisational and analytical skills.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Previous relevant work experience.</li> <li>• Experience of maintaining business processes and systems.</li> <li>• Ability to guide and support less experienced or more junior colleagues (for some roles).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Practical business support skills acquired through previous work experience in a business services environment providing support to staff and/or the public.</p> <p>Experience of analysing information to solve queries, either in relation to transactional processes or basic interpretation of policy.</p> <p>Experience of mantaining business systems and have a keen eye for detail. Will be able to travel around the county to meet the demands of the role</p>
<b>Role Summary</b>	<p>Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office.</p>

<b>Reference Number</b>	BM-2026-175
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