

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Business Support Assistant
Grade	PS5	Reports to (role title)	Business Support Team Lead
		Directorate	Adults Wellbeing and Health Partnerships
JE Band	161-191	Service	Business Support Service
		Team	
		Date Role Profile was created	May-25

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.

Role Purpose including key outputs	<p>To provide comprehensive business and admin support to operational and management teams within Adult Social Care. This is a busy and varied role which will need to work as part of team to meet the needs of both internal and external customers including answering calls, updating / maintaining systems and databases and ensuring a robust and consistent administrative service.</p> <p>The primary focus of the role is to support social care teams to deliver its key statutory services by providing an excellent business support service.</p>
Work Context	<p>This role sits within the AWHP Business Support Service, Business Support Assistants play a key role in the provision of a high quality and responsive admin and business support service to teams and frontline staff.</p> <p>They will need to work in a flexible and supportive manner with a range of staff in the team/hub, depending on team requirements.</p> <p>The role holder will be expected to operate at a team / area hub / service level and will be expected to work in a flexible and agile way to meet the requirements of the role.</p> <p>Depending on the team/hub within which the post holder works, they may be required to undertake additional specific responsibilities to assist in the effective delivery of services. There may also be a need for them to be an initial point of contact within the team and forward enquiries in line with local procedures.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

**Representative
Accountabilities**

Typical
accountabilities in
roles at this level in
this job family

Analysis, Reporting & Documentation

- Ensure information and records are processed and stored to agreed procedures.
- Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports.
- Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.

Customer Service & Support

- 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.
- Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.

Planning & Organising

- Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation.
- Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.

Finance/Resource Management

- Follow established ordering procedures to ensure adequate resources are available to meet work requirements.

Work with others

- Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Able to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Appreciation and understanding of SMART objectives.</p> <p>Awareness of policies and procedures to ensure the efficient use of resources.</p> <p>Ability to communicate at all levels</p> <p>Understanding of the need for confidentiality.</p> <p>Ability to work under pressure and meet agreed deadlines.</p> <p>Understanding and commitment to SCC's values including equality and diversity.</p> <p>Flexibility and ability to travel is also key, as there may be requirement to attend other service sites across.</p> <p>Ability to work as a good 'team player' who will be able to work within an established business and admin support team.</p>
Role Summary	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They 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. They 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. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>

Reference Number	<p style="text-align: center;">BM-2025-358</p>
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