

**BRIGHTON & HOVE CITY COUNCIL**  
**JOB DESCRIPTION QUESTIONNAIRE**

<b>Job Title:</b>	Business Support Officer
<b>Reports to:</b>	Business Manager
<b>Unit:</b>	Health and Adult Social Care
<b>Section:</b>	Public Health

**1. Purpose of the Job**

Provide an efficient and responsive administrative and business support service within Health and Adult Social Care developing it in the light of changing patterns of demands whilst being alert to opportunities for increased efficiency and effectiveness.

To provide an accurate and timely front line customer-focused information and/or first point of contact service for people who contact the team.

To be the first point of contact for a range of Contracted Services.

To provide high level administrative support typically to one of the Assistant Directors and to Heads of Services within the HASC Directorate.

**2. Principal Accountabilities**

1. To be the first point of contact for personal and/or telephone callers, both internal and external, identifying the enquiry/problem promptly and using initiative and judgement to decide an appropriate course of action. This will include answering a range of more complex or less routine/straightforward queries without reference to others and where necessary re-directing the enquirer to other staff within the team, council or another agency or taking accurate and detailed messages.
2. Provide a time management/diary service for a nominated Assistant Director/Heads of Service, arranging and co-ordinating their meetings and other appointments as required with a range of internal and external individuals, organisations and agencies as they relate to own work area, ensuring that adequate time is set aside for the Assistant Director/ Head of Service to achieve key tasks. Record council and Committee meetings in the diary in advance and schedule adequate time to ensure their attendance as required.
3. To facilitate a variety of complex, multi-discipline professional meetings/forums and other strategy meetings: secure venues, prepare agendas and take full and accurate minutes that may be used as evidence of decision making.
4. To produce correspondence, reports, forms, minutes and presentations from a range of source material and using agreed procedures and formats to enable efficient communication between staff, outside agencies and service users and to meet the needs of the team.

5. To find and provide requested data/information using agreed procedures and formats, e.g. devise and update spreadsheets and databases, provide web-based data, etc, in order to research topics and/or produce statistics that may include manipulation or analysis of data for use by others and to meet statutory requirements.
6. To process invoices, purchase orders, and other financial documents as required, verify information for accuracy against records in accordance with the relevant budget procedure and allocate appropriate budget coding prior to authorisation for payment by others.
7. To undertake project based activities that include researching best practice and preparing briefing documents / reports summarising findings.
8. To uphold the Council's policies for anti-discriminatory practice and equality of opportunity.
9. To uphold the Council's Health and Safety requirements, particularly with regard to agreed codes of practice and safe methods of working.

### **General Accountabilities**

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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### PERSON SPECIFICATION

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#### Essential Criteria

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"><li>• Education to at least good GCSE/NVQ2 level standard in English and Maths or equivalent.</li><li>• Demonstrable knowledge of the administrative function within a large public sector organisation, including specific role-related bespoke databases/software, e.g. CareFirst or similar.</li><li>• Knowledge and understanding of relevant policies, procedures, codes of practice and an awareness of relevant Social Care and Health legislation.</li><li>• Knowledge of the range of services funded or provided by Adult Social Care (including Rough Sleeping and Homeless Support), Public Health and the Clinical Commissioning Group and the priorities for both.</li><li>• Understanding of the principles of confidentiality and data protection when dealing with sensitive information regarding vulnerable adults.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Significant demonstrable business support experience in a front line Customer Service role or Social Care environment, dealing with members of the public in person and on the telephone, resolving routine and more complex problems. This may include dealing with people who may be under stress, upset or angry.</li><li>• Demonstrable experience of carrying out a wide range of administrative and support tasks, including word-processing, data entry, electronic record keeping, venue booking etc. to ensure the effective working of the team.</li><li>• Experience of organising and minuting complex meetings involving a range of individuals or agencies discussing sensitive and confidential information, e.g. professional forums discussing social care strategy, etc.</li><li>• Experience of working in a confidential environment and of handling sensitive documents.</li><li>• Experience of working under pressure and working flexibly.</li></ul>

<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Effective skills of listening, empathising, and assessing risk and utilising these skills in difficult situations. This will include the ability to engage with individuals in stressful situations to risk assess whether there is a need for the urgent attention of a social work professional.</li> <li>• Ability to work effectively with operational and business support staff and service providers to ensure resources accessed meet both service user need and value for money objectives.</li> <li>• Good IT skills, e.g. to work with spreadsheets and databases to access, input, retrieve data to produce routine reports, input/update personal information/financial data and produce documents and correspondence using word processing applications.</li> <li>• Demonstrable ability to communicate information both verbally and in writing accurately to a wide range of audiences, using a variety of methods, to a high standard</li> <li>• Good numerical skills to administer financial systems and check and process, invoices, Analytical skills to collect and collate data/information, using set systems to fulfil statutory requirements (eg, statutory returns), policies and procedures.</li> <li>• Able to prioritise and co-ordinate several related tasks or activities which may be ongoing, e.g. arrange and re-schedule where necessary, complex, multi-discipline case conferences and other professional forums/meetings in line with agreed deadlines.</li> <li>• Able to use own initiative where necessary to solve less routine and/or straightforward problems, some of which may not have been experienced before.</li> <li>• Able to work accurately and with attention to detail.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to the principals of Equal Opportunities and be able to carry out duties in accordance with that policy.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Evidence of relevant training and development undertaken during current or recent employment and of a commitment to continuing personal development.</li> </ul>

### Organisational Chart

