

JOB DESCRIPTION

Job Title: Business Support Assistant (Legal and Governance)
Directorate & Section/Unit: COaCH – Governance Team
Salary Grade: Scale 3

Reporting to: Operations Business Manager
Management Responsibility for: N/A

DMA Level: 1
DMA Span of control (Direct Reports): 0

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high quality service which meet the needs of customers or Provide high quality services which meet the express needs of the community/customer
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

To provide an effective, high performance, customer focussed business support service

Main Activities & Responsibilities:

- To assist with the preparation, collation, and distribution of agendas, minutes, school admission and other appeals papers
- To set up on site and digital meetings and prepare IT equipment accordingly
- To proactively provide all business support functions including administrative services and records management
- To receive and respond to queries in line with corporate standards and response targets
- To draft routine correspondence and respond to routine enquiries
- To update the WCC website with minutes, agendas and changes to Councillor's information
- To liaise with the web analyst to ensure Directorate internal and external web pages
- To monitor team inboxes, prioritising requests and progress work to completion
- To assist with specific projects as directed and consistent with the general level of responsibility
- To actively contribute to the efficiency and effectiveness of the Democratic Services function
- To take personal responsibility for remaining aware of the relevant key issues including those of the Corporate and Directorate Plans

Generic Accountabilities:

- To exercise integrity with regard to confidential matters
- To apply personal responsibility to manage priorities for workloads and conflicting deadlines
- In all aspects of the job, seek to use problem solving skills to provide improvements are continuously
- To provide cover for other Business Support staff during annual leave, sickness and other absences and during periods of high workloads.
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training

- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- To act as the designated Records Management Liaison Officer, in accordance with the roles defined in the Joint ICT/IM Strategy as required

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Chief Executive, Directors, Assistant Directors, Heads of Service, Senior Managers, Leadership Teams, Governors, Headteachers, teachers, support and other school-based staff, colleagues across all directorates, other Business Support Staff

External: Members of the public, District & County Councils, educational settings.

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

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PERSON SPECIFICATION

Job Title: Business Support Assistant (Governance)
Directorate & Section/Unit: COaCH – Democratic Services
Salary Grade: Scale 3

Reporting to: Operational Manager
Management Responsibility for: N/A

DMA Level: 1
DMA Span of control (Direct Reports): 0

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of providing an efficient business support function and working to deadlines
- Demonstrable experience of developing and/or streamlining processes within a role
- Demonstrable experience of working using IT systems, in particular Microsoft Office

It is **desirable** that the post holder has:

- An understanding of administration within large complex organisations

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Working knowledge of the practices and procedures required for an effective business support function
- An ability to develop processes in the most effective way in order to undertake a wide range of tasks
- Excellent communication interpersonal skills
- A detailed knowledge of all software packages within Microsoft Office (Word, Excel, PowerPoint)
- The ability to work effectively within a team and other teams
- The ability to work on own initiative
- The ability to prioritise workloads in order to meet deadlines
- The ability to develop, implement and monitor both computerised and manual systems

It is **desirable** that the post holder has:

- An understanding of the services local authorities provide

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A level 2 qualification or equivalent compensatory experience

ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- An understanding of, and commitment to equal opportunities