

## JOB DESCRIPTION

**Job Title: Business Support Officer - AMHP**  
**Directorate & Section/Unit: People – Adult Social Care**  
**Reporting to: Admin Manager**  
**Management responsibility for (Level 1 Manager and above): NA**  
**Supervisory responsibility for (Level 1 Supervisor): NA**  
**Headcount and FTE of staff: NA**

*Please do not change the following information unless a grading or DMA review has been undertaken.*

<b>Salary Grade:</b>	<b>Scale 4</b>
<b>WCC Management Level:</b>	Frontline staff
<b>Number of Direct Reports:</b>	<b>NA</b>

### 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.
- **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 that is continuously improving and striving to achieve better outcomes within the Council's operating model.

### Main Activities & Responsibilities:

- To provide a confidential, accurate, efficient and proactive business support function within the Directorate
- Answer calls from a range of sources, including the public, NHS staff and the police, taking the required information for referrals and signpost where needed
- Use professional curiosity to gather thorough information for referrals before processing
- Triage referrals
- Confidently handle sensitive information
- Input and retrieve information from databases
- To work as part of a business support team, providing cover when needed, and ensuring the team is proactive, responsive, flexible, efficient and has a strong customer focus
- Handle a range of administrative work in support of the service including the drafting and preparation of documents, writing minutes, preparing power point presentations, handling enquiries coming into the service, organising meetings and events
- To assist and respond to Freedom of Information and Subject Access requests
- To deal with correspondence, both incoming and outgoing, responding directly to queries and ensuring that information is recorded and appropriately filed
- To assist with specific projects as directed/on behalf of senior managers and consistent with the general level of responsibility of this job
- To ensure that Authority and Directorate administrative procedures operate effectively and are in accordance with the Constitution, scheme of delegation and key policies
- To support with the development and introduction of Directorate and Corporate initiatives and the management of associated cultural change
- To work with business support colleagues in other teams across the Council to assist with the development and monitoring of Directorate and Council systems as required by senior managers and support the implementation of corporate standards and initiatives
- To take personal responsibility for remaining aware of the relevant key issues including those of the Corporate and Directorate Plans
- To exercise absolute integrity regarding confidential matters dealt with by this post

## **Generic Accountabilities:**

- 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
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

## **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, Directors, Assistant Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all Directorates, Project Staff

External: District & County Councils, NHS, Clinical Commissioning Groups, Healthcare Professionals, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, members of the public, volunteers

## **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

Author: Carla Kesterton

Date: 8<sup>th</sup> March 2022

Date of grading confirmation: 15 March 2022

## PERSON SPECIFICATION

**Job Title: Business Support Officer**

**Directorate & Section/Unit: People – Adult Social Care**

**Salary Grade: scale 4**

**WCC Management Level:** Frontline staff

### EXPERIENCE:

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

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

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

- Demonstrable experience of working in local government, or large complex organisations
- Demonstrable experience of working in adult mental health

### KNOWLEDGE, SKILLS AND ABILITIES:

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

- A detailed knowledge of the demands of a busy, cross-functional office
- Specialist 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
- An ability to follow processes efficiently
- Excellent written and oral communication skills – both written and oral
- Excellent interpersonal skills
- Excellent Customer Service skills and ability to interact appropriately with internal and external customers
- A detailed knowledge of all software packages within Microsoft Office (Word, Excel, PowerPoint)
- A detailed knowledge of inputting and retrieving information from databases
- A working knowledge of client data base systems
- The ability to work effectively within a team and with other teams when required
- The ability to work on own initiative, and to question and enquire appropriately
- The ability to prioritise workloads in order to meet deadlines
- The ability to develop, implement and monitor both computerised and manual systems
- The resilience necessary to deal with hearing and reading upsetting information
- Working knowledge of GDPR and the Data Protection Act and the requirements and expectations of working in a confidential environment

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

- A working knowledge of Freedom of Information and Subject Access Requests
- A working knowledge of the services local authorities provide
- A working knowledge of adult mental health

### QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- NVQ/Diploma Level 2 or an equivalent level of qualification (or equivalent experience)
- Achieved ECDL or is prepared to work towards achieving this

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

- NVQ/Diploma Level 3 in Business Support (or equivalent, relevant qualification)

#### **ADDITIONAL INFORMATION:**

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

- An understanding of, and commitment to equal opportunities

Author: Carla Kesterton

Date: 8<sup>th</sup> March 2022