Northumberland County Council JOB DESCRIPTION

Post Title:	Business	Support Administrator Director/Service/Sector_Transformation and Resources		Office Use	
Band:	3		Workplace: Executive Office County Hall Morpeth		JE ref: 4416 HRMS ref:
Responsible to: Senior Business Support Officer or Business Support Assistant to Chief Executive			Date: January 2024	Job Family: Admin	
Job Purpose:	The provisio	on of general support to the Business	Support Officer and Senior Busin	ess Support Officer within a centralised Busin	ess Support Team
Resources	Staff	None			
Finance Handling cheques, invoices and petty cash. Accounting for expenditure against allocated budgets. Physical Contribute to the efficient and effective running of the Business Support service.					

Duties and key result areas:

- 1. Contribute to and maintain management information systems that support the aims, efficiencies and ongoing improvements of the service and the organisation.
- 2. Individually and as part of the business support team provide general office support; filing, handling mail, dealing with callers/visitors, filing, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards.
- 3. Accurately record and process enquiries via relevant recording/monitoring platform
- 4. Diary management assistance as required
- 5. Room bookings of internal and external venues/rooms
- 6. Booking of travel and accommodation as required, considering value for money and efficiency savings at all times
- 7. Operating a bring forward system for meeting and forum papers/documents for team/managers
- 8. Handling sensitive and/or confidential information on a regular basis
- 9. Attend meetings to provide business support contributing to the tasks and duties of the Business Support Team assisting where appropriate
- 10. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed.
- 11. Provide support for specific professional, service led or high profile projects as directed.
- 12. Respond to more complex or detailed enquiries both verbally and in writing.
- 13. Process accounts for payment, reconcile errors and omissions and liaise with suppliers as necessary.
- 14. Ensure care and reconciliation of petty cash and other amounts of cash or cheques.
- 15. Deal with external sources (clients, Members, public, other public bodies)
- 16. Prepare material for meetings as appropriate.
- 17. Attend meetings and transcription of accurate notes and follow up actions
- 18. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

Work Arrangements

Transport requirements:	Driving ability and own transport desirable.			
Working patterns:	37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.			

Northumberland County Council PERSON SPECIFICATION

Post Title: Business Support Administrator	Director/Service/Sector:	Ref: 4416
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy.	NVQ Level 3 or equivalent in a business related discipline.	
NVQ Level 2 or equivalent in a business related discipline	Knowledge of Local Government procedures	
Experience		
Experience in a similar role covering a broad range of support tasks and procedures	Experience / knowledge of the directorate's services.	
Experience in using office applications on a personal computer.	Experience using Microsoft Office/Google.	
Skills and competencies		
Write clearly, succinctly and correctly.	Advanced IT skills	
Able to quickly and accurately manipulate numerical data using arithmetic functions.		
Ability to proactively organise self and work without constant supervision.		
Skilled in using office applications on a personal computer.		
Able to apply technology in new work-related situations.		
Able to follow instructions and procedures without constant supervision.		
Ability to form appropriate relationships quickly.		
Works in a systematic and orderly manner.		
Knowledge of a broad range of work related tasks and procedures together with the		
operation of associated tools and equipment.		
Political awareness and sensitivity		
To maintain strict confidentiality at all times		
Reliable and keeps good time.		
Promotes equal opportunities and diversity in all aspects of work.		
Physical, mental, emotional and environmental demands		I
Usually works in a seated position. Some standing, walking, stretching or lifting.		
Regular periods of concentrated mental attention with some pressure from deadlines,		
interruptions and conflicting demands.		
Contact with the public may result in some emotional demands.		
Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
Motivation		
A commitment to providing a quality administrative support service.		
Reliable and keeps good time.		
Demonstrates integrity and upholds values and principles.		
Promotes equal opportunities and diversity in all aspects of work.		
Appropriately follows instructions to achieve set objectives.		
Works collaboratively to achieve team spirit.		
Adapts to change by adopting a flexible and cooperative attitude.		
A commitment to ongoing professional development and training		
Knowledge of and promotion of the organisation's aims and objectives.		
A commitment to embracing new ways of working and technological advances to deliver		
the service		
Other		

WorkSmart approach to delivering services which may include remote/hybrid working

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits