

JOB SUMMARY

Post Title	<i>Business Support Officer</i>						
Job Family	<i>Business Support</i>	Pay Range	4	Line Manager to others?	No	Role profile ref	<i>BS04</i>
Service Area	<i>Business Support and Projects Team (Internal ASC Provider Services)</i>						
Line Manager	<i>Business Support Manager</i>						
Location	<i>Hybrid working across internal provider services and other locations</i>						

Job Purpose

To undertake key responsibilities by providing efficient and effective business and administrative support as part of the Business Support and Projects team who provide business / administrative support across all our internal Adult Social Care provider services (See list below).

Services include:

- Adelaide
- Gouldings
- Westminster House
- Community Outreach & Reablement
- Shared Lives
- Plean Dene
- Saxonbury

Job Context

- Provide a range of business / administrative tasks as directed by the Business Support Manager which also includes direct administrative support for the managers across some of the provider services.
- Arrangement of and minuting meetings of various nature that meet the needs of the provider services and the wider directorate, if necessary, whether the meetings are virtual, hybrid or in person.
- Make full use of the digital tools available to you including Microsoft 365 and other applications.
- Interrogation and updating of Council systems such as digital care planning / rostering platforms used by the internal providers, including data input/cleansing, updating of accurate information or other tasks relating the user access levels and responsibilities of those systems.
- Supporting the provider service managers in the recruitment process and relevant paperwork associated to the safer recruitment process such as DBS background checks, obtaining references and the processing of all other starter documentation with successful applicants.
- Provide business admin support in financial processes such as purchasing and reconciling when using Government Procurement Cards (GPC), petty cash, raising purchase orders, client billing data preparation and any other financial tasks associated to this role.
- To undertake general office administrative tasks including maintaining efficient electronic filing systems, archiving, photocopying, scanning, and auditing as necessary across the provider services.
- May be required to undertake additional duties or support other departments/services within ASC as commensurate with grade and role.
- Contribute towards the ongoing development and redesign of business administrative processes across the provider services.
- Liaise effectively with managers across the providers and other Staff within the wider directorate and council.
- Liaise effectively with external suppliers that the provider services use (e.g. ordering/purchases/repairs)

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Knowledge, Skills, and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Experience of working within an administrative / business support environment.		D
	Experience of working within a social care environment.		D
Working knowledge of relevant processes and systems.	Able to demonstrate knowledge of the purpose of Adult Social Care (ASC) and the services delivered directly.		D
	Able to demonstrate knowledge and understanding of the different ASC internal provider services that the team supports in business administration.		D
Knowledge of the service provided in own area.	Will be required to be aware of and learn processes, procedures and systems used across the provider services and where required within ASC and the wider council.	E	
ICT skills including use of Microsoft applications.	Good ICT skills and demonstratable ability to use standard Microsoft 365 applications such as - <ul style="list-style-type: none"> • Word • Excel • Teams • Outlook • OneNote • PowerPoint 	E	
	Basic ICT skills and demonstratable ability in MS Access in support with the development of new or enhancing existing databases and their related processes.		D
	Produce accurate records, documents including emails, letters, flyers payments etc. Maintain records / files, handling of confidential information in compliance with the councils' procedures.		D
Good verbal and written communication skills.	Be able to demonstrate the ability to minute meetings of which some will be sensitive in nature and produce accurate and concise notes for managers across the provider services and where required within ASC directorate.		D

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	Must be able to adapt communication to suit individual needs.	E	
	Must have the ability to be assertive and resilient when dealing with difficult, sensitive, and emotive situations.	E	
Numerate and accurate with attention to detail.	Be able to make purchases using a procurement card (GPC) and reconcile them. Also provide support for other GPC holders across the provider services and where required within ASC.		D
	Be able to use internal purchasing systems to create orders for the internal services and where required within ASC.		D
	Process team / service data, create, and use spreadsheets as well as gathering / researching of data / information to produce reports at short notice to aid managers in making informed financial decisions.	E	
Understanding of how to deal with customers appropriately.	Be able to engage appropriately, sensitively, and respectfully during all conversations and dialogue adapting to individual needs.	E	
	Always maintain confidentiality and ability to be resilient and assertive when dealing with difficult communications.	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to Level 2 English and Maths or GCSE equivalent	Must work towards and complete level 2 in English and Maths before completion of apprenticeship.		D
Other Requirements			
Enhanced DBS check will be required.			
Car Driver (licence and access to car is desirable) expectation to travel to and work from provider service properties located across the island.			
May require relevant certifications including evidence of fluency in English language.			
<p>The Isle of Wight Council is committed to safeguarding and promoting the welfare of vulnerable children and adults and operates stringent recruitment practices. All employees are expected to familiarise themselves with the Council's Safeguarding Policies and all other relevant policies so our staff can work safely, professionally, and competently at all times.</p> <p>The Isle of Wight Council has a duty to protect employees from harm as far as is reasonably practicable and all employees have a duty to protect themselves and others from harm. All employees are expected to familiarise themselves with the Council's Health & safety Policies and undertake relevant training to ensure compliance with Health and Safety Requirements.</p> <p>All employees are required to comply with the Council's Data Protection and GDPR Policies. You are responsible for ensuring that any information or data you collect, or input complies with the standards set out in these documents.</p> <p>All post holders must have the ability to meet the travel requirements of the role.</p>			
Organisation Structure (optional)			

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NVQ Level 3 Business Administration - [LINK](#)