

Job Title	Business Administrator
Job Grade	Band 2/3
Directorate	Adults, Health and Community Wellbeing

Job Purpose

- To undertake the full range of functions of the Business Administrator role within an agreed remit of Adults, Health and Community Wellbeing.
- Be collectively accountable for the development and delivery of the whole service in accordance with Corporate and Adults, Health and Community Wellbeing Business Plan outcomes within agreed resource base.
- Promote a customer-focussed image to all customers by direct contact, telephone and e-mail.

It is suggested that there will be different levels of staff within Business Administration of AH&CW with the opportunity for career progression in accordance with demonstrated levels of skill, competence, experience, knowledge and responsibility (where applicable). This profile also identifies work remit areas. This profile therefore shows how this scheme could work and identifies duties to be undertaken at each of the levels suggested. All the duties identified under Band 2 will also be for staff working at Band 3.

Key Accountabilities

Band 2

- To work alongside Managers to enable them to perform their role in the most efficient way possible, taking initiative and acting on behalf where appropriate.
- To act as first point of contact in receiving and responding to incoming telephone calls and visitors (including those of a difficult nature) taking appropriate messages and action, where necessary.
- To respond to enquiries for all functional areas of Adults, Health and Community Wellbeing demonstrating an understanding of appropriate policies and procedures. Resolving simple enquiries using information systems and agreed processes.

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- Ensure all services provided within Business Administration takes account of the individual access needs of customers and applying the Equal Access to Service policy as appropriate.
- To ensure that the County Council's equal opportunities policy is implemented to and meets those requirements and assist with the application of the ECC's equal opportunities policy and to ensure that all staff are afforded equal treatment.
- To carry out specific requirements identified in the Adults, Health and Community Wellbeing Business Plan and "My Performance" objectives to ensure the delivery of clearly defined outcomes within agreed resources.
- To work as a member of a team, participating in team meetings and contributing to ideas for service improvement as identified.
- To comply with individual responsibilities, in accordance for work role, for health and safety in the workplace.
- Other duties that can reasonably be expected in line with the grading of this post.

Band 3

- To demonstrate effective communication and engagement with all service users and carers/customers (internal & external) as well as other key stakeholders on daily business issues as well as future service solutions
- Maintain confidential records, both manual and electronic including general filing information systems to ensure an efficient and effective retrieval of information and be aware of the general information Governance requirements of the Service.
- Deal with a wide range of people at all levels both from within the outside of the County Council often regarding sensitive, complex and contentious issues and resolving such issues as far as possible at the point of contact.
- Undertake a support role within Deprivation of Liberty and support other services to follow consistent standards, framework and procedures.
- Provide secretarial support to Best Interests/Adult Social managers Assessors, taking the initiative and acting on behalf by resolving issues, gathering information, filtering and screening calls and visitors, making formal appointments and meetings without reference to the managers and ensuring co-ordination of diary movements.

- To take shared responsibility for the work of the whole team, including the development of the Team Service Plan and the development and embedding of a self-managing team culture with high professional standards and a commitment to excellence and continuous development.
- Other duties that can reasonably be expected in line with the grading of this post.

Knowledge, Skills and Experience

Band2

- Good general level of education, including English and Mathematics at GCSE grade A-C, or demonstrably equivalent abilities.
- Customer Service NVQ II or equivalent experience/ ability.
- RSA II or equivalent experience/ability.
- European Computer Driving Licence (ECDL) or equivalent experience/ ability.
- Working in a setting with direct customer contact, giving information and advice to customers by telephone or in person.
- Experience of accessing information sources, both electronically and paper based.
- Working within a Local Authority or other complex organisation.
- Ability to communicate effectively on the telephone
- Experience of IT systems including e-mail, Word, Excel and Access
- Accurate key board skills
- Working as part of a team
- Good knowledge of MS Outlook
- Ability to use telephony and data retrieval systems to the required standard for the role.

Band 3

- Customer Service NVQ III or equivalent experience/ability.
- RSAII/III or equivalent experience/ability
- An appropriate level of experience working with increased responsibility
- Experience of operating financial monitoring/recording/reporting processes.

Values and Behaviours

Passionate about achieving results

- Constantly strives to do an excellent job for the Council
- Learns from mistakes
- Is professional and positive
- Takes responsibility for monitoring and achieving own targets

Responsive to customer's needs

- Listens and responds to every customer in ways that show courtesy, respect and understanding of their individual needs.
- Maintains clear communication with customers concerning expectations and progress.
- Takes responsibility for resolving customer queries and responding to requests, within service standards/timeframes.
- Receives and acts on customer feedback positively to improve own customer service.

Inspirational and bold in thinking and solutions

- Is receptive to change, being open to new ways of working.
- Acts promptly and decisively to overcome obstacles and provide solutions.
- Takes opportunities to progress the work and avoid problems in the short term.
- Applies good practice to meet service or Council needs.

Supportive of others' input and perspectives – working as one

- Treats colleagues with respect and values them as individuals.
- Maintains positive relationships with colleagues.
- Supports colleagues and is flexible towards others' needs.

- Practices open and honest two-way communication, listening to others and actively sharing information.
- Contributes to team dialogue/meetings in order to develop own and team's performance.

Motivating others and trusting them to deliver

- Encourages others, acknowledges their efforts.
- Shares skills and knowledge in areas of own expertise, to support others.
- Makes sure those they are working with have all the necessary information to do the job.