

Job Profile

Gloucestershire Safeguarding Children Partnership (GSCP) Business Support Officer

Team Administrator

Grade: 5

Date created:11/10/2022

Job Evaluation Number 14558

About the Job

To provide and ensure an effective, efficient and consistent administrative support to the service to enable them to meet their business and customer needs

To assist, where appropriate, in the realisation of business efficiencies and financial savings via the effective use of systems within the service area

This is what we need you to do...

- To ensure that any necessary clerical and administrative processes, which support the team activities, are carried out effectively in order to help the team meet its objectives
- To undertake such other duties related to the work of the GSCP as may be assigned that are consistent with the nature of the job and its level of responsibility, including where necessary the oversight and support of admin support staff and or apprentices.
- To provide general and complete administrative support including dealing with telephone enquiries, paper and electronic diary management, filing, sorting and distributing post, maintaining stationery supplies etc.
- Produce a wide range of documents using relevant IT/Microsoft packages.
- To provide appropriate support to meetings, seminars and workshops. Including booking rooms / venues, sending invites, preparing agendas and taking minutes/action points.
- To support the culture of developing, coordinating, formalising and standardising administration processes within the Service Area
- To undertake administrative duties to support the business needs of the Team and the wider service area using, where appropriate, computer based systems, to ensure that services are maintained effectively, flexibly and in a timely way so as to enable the service area and organisation to meet its objectives
- To respond and deal with queries via telephone, email and in person providing a high standard of customer care
- To provide support with financial matters including electronic procurement packages and accurate recording of purchases for budget monitoring purposes
- Creation and maintenance of data and filing and recording systems, including statistics and monitoring as appropriate
- To undertake research as required
- Assist in reviewing workflow and processes in order to simplify tasks and seek improvements
- To carry out work on specific projects as required

- Developing and maintaining filing and recording systems, including statistics and monitoring as appropriate. To ensure a systematic approach to the archiving and appropriate disposal of obsolete information in line with corporate policy
- To keep up to date with developments in new administrative systems and to recommend / implement their introduction where so instructed
- To ensure that all enquiries are acknowledged and responded to in a consistent and timely manner, in line with relevant procedures
- Organise the preparation of presentations / documents when needed
- To participate and contribute as directed in partnership / strategic activities and or cross cutting projects
- Undertaking research, information gathering and coordination as required

Principal Contacts

- Directors, senior managers, safeguarding officers, consultant safeguarding experts and partnership colleagues at varying levels across the Gloucestershire Safeguarding Children Partnership, families and young people.

Special Conditions

- Assist in the implementation of the organisation's equal opportunities objectives with particular reference to any targets / positive actions set out in the [Fairness & Diversity Strategy]
- To adhere to all appropriate Health and Safety policies and procedures and other policies and procedures applicable to employees

Monitoring and ongoing development of outcomes

- As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Relevant administrative experience for the role, including using appropriate systems
- Experience of working as part of a team
- Experience of dealing with internal and external customers
- Working knowledge of relevant legislation and policy context appropriate to this post
- Experience of working within a complex statutory organisation and or Partnerships
- Experience of improving business processes and office systems

Knowledge, Skills and Understanding

- Excellent communication skills, both written and verbal at all levels
- Effective time management
- Good skills in producing work including formatting, layout and style
- Good level of IT skills, with experience of using all Microsoft packages, e.g. Word, Excel, Outlook etc.
- Ability to find information and undertaking research in an efficient manner using appropriate tools, e.g. internet

Behavioural attributes

- Demonstrates Gloucestershire Leader/Employee Behaviours.
- Demonstrates appropriate Employee Behaviours
- Professional manner
- Good communication skills both oral and written

- Ability to manage own workload and work on own initiative, dealing with conflicting priorities and able to meet demands of working in a busy office environment through commitment to working to deadlines
- Flexible and adaptable
- Strong customer focus with a commitment to ensuring the provision of high quality services, both internally and externally
- Attention to detail
- Good interpersonal skills and ability to work as part of the wider team
- Excellent organisational skills
- Enthusiastic, self-motivated team worker
- A commitment to continual professional development in the area of child safeguarding and/or business administration

Education & Qualifications

Essential

- Educated to GCSE level in Mathematics and English to Grade C or above
- NVQ 3 in Business Administration or an appropriate equivalent qualification
- Diploma or NVQ 3 in Business Administration or appropriate equivalent qualification / experience

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:

<http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>