

# Job Profile

## Business Support Officer

Grade: 5

Date created: January 2025

**About the Job:** The Children's Front Door is a multi-channel, first point of contact service for a variety of internal and external customers. The team provides a high quality of service delivery across a diverse range of services through various communication channels (including phones, email and receptions). This currently includes working as the initial point of contact for the service, recording all information on systems and undertaking research into previous involvements. The role of the Business Support Officer is to provide an effective and responsive point of contact for all County Council customers (internal and external) in line with relevant GCC policies and procedures. Customer service officers will also be required to support the delivery of a comprehensive administrative and support function to meet the business needs of the service.

### This is what we need you to do...

- Engage with all customers in a courteous, prompt and appropriate manner using excellent written and verbal communication skills at all times and in accordance with agreed Customer Service standards and statutory procedures relevant to the service area.
- Respond to customer requests for information or a service using appropriate digital resources and systems to ensure the highest quality service is maintained.
- Ensure that all enquiries are acknowledged and responded to in a consistent and timely manner (for the appropriate level of urgency) in line with GCC Service Standards, taking ownership for processed requests through to completion including progress chasing and liaising with colleagues.
- Create and accurately maintain all electronic records ensuring compliance with GDPR and the Data Protection Act for the Customer Service team and all partner services and agencies.
- Engage with difficult or upset customers in a professional and courteous manner in line with corporate procedures.
- To undertake administrative duties to support the service using, computer-based systems, to ensure that services are maintained effectively, flexibly and in a timely way.
- Keep up to date with changing policies, procedures and legal requirements which relate to the service area.
- Undertake enquiries using available electronic records to understand involvements and history of support and interventions for children.
- Undertake other duties related to the work of the organisation, as may be assigned, that are consistent with the nature of the job and its level of responsibility.
- Adhere to all organisation Health and Safety policies and procedures and other County Council policies and procedures applicable to employees.

### Special Conditions

- Must be able to work on a rota basis between 8.30am and 5.30pm, Monday to Friday.
- Occasional out of hours working in event of an emergency situation/business critical event

## **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 – Essential**

- Experience of providing information to people using a variety of communication channels
- Experience of recording accurate information using electronic databases and communication channels.
- Experience of working effectively with people who are distressed, confused or angry.
- Experience in working under pressure and dealing positively with stressful situations.
- Experience of working in an office and team environment.
- Experience of appropriate using electronic recording systems.

### **Behavioural attributes**

- Positive and “can do” attitude.
- Ability to work on own initiative and respond quickly to changing priorities.
- Thorough attention to detail.
- Ability to communicate effectively at all levels.
- Excellent time management and organisational skills.
- Commitment to team working across the service area.
- Flexible and adaptable approach to working and providing information.
- Commitment to continued self development.
- Willingness to undertake training to support the delivery of new and or changing services.

### **Knowledge, Skills and Understanding**

- High level of IT literacy in Microsoft Office with proficiency in Word, Excel and Outlook.
- Excellent data input skills and the ability to direct input, accurately, all electronic data in real time.
- Excellent verbal communications skills.
- Excellent written communication skills.
- Creative problem-solving skills with a flexible and adaptable approach to challenges
- Knowledge and understanding of information sharing in relation to children’s social care

### **Education & Qualifications – Essential**

- Diploma in Customer Services or appropriate equivalent qualification or Modern Apprenticeship in Customer Services or equivalent qualification at Level 3
- Excellent level of literacy and numeracy evidenced by GCSE’s including English and Maths at Grade C / Grade 4-9, or equivalent