

JOB DESCRIPTION



Department: Education

Division/Section: Business Support

Job Title: Business Support Assistant

Responsible to: Office Manager

Grade: 3

Date Revised: 21 05 26

Purpose of the Role: To be part of a business support team and provide efficient and effective administrative support.

To undertake some or all of the main duties, and to be proactive in identifying training and development opportunities.

Responsibilities

- To assist with general business support activities including managing correspondence, dealing with telephone and face-to-face enquiries and preparing documents such as letters, agendas and meeting papers.
- To process applications for services in accordance with a defined set of procedures and eligibility criteria.
- To enter data and information into spreadsheets and ICT systems such as Seemis, Parent Pay and Parents Portal, and to compile information and run reports as appropriate.
- To use document management and filing systems to ensure all information is stored effectively and kept confidential and secure.
- To arrange meetings and take minutes as appropriate.
- To process and collate information relating to employees and equipment, including timesheets and inventories.
- To support effective management of mail by sorting, distributing and opening post and by using agreed procedures for internal and external mail.
- To update the council intranet and internet as appropriate, and to keep abreast of organisational changes in relation to the service.
- To provide support for financial processes within the department, including:

- Processing purchase orders
- Ensuring goods are delivered
- Processing or generating invoices
- Making payments (e.g. petty cash and bacs)
- Updating systems and maintaining records
- To coordinate stationery orders, and to make transport and travel arrangements as required.
- To work as part of a team in a busy school office environment, and to be flexible in providing cover (planned and short notice) across Business Support teams and the wider department.
- To support higher grade Business Support Assistants and to undertake other duties as directed by the Senior Business Support Assistant or Business Support Manager.
Additional Conditions: Business Support Assistants may be asked to rotate and work across different areas of the Business Support team and department and will be provided with training as required.

NOTE: This job description is a broad outline only of the duties of the post and these may be revised from time to time

PERSON SPECIFICATION



POST OF:	Business Support Assistant	DEPARTMENT:	Education
GRADE:	3	SERVICE:	Schools
ATTRIBUTES	ESSENTIAL	DESIRABLE	
PROFESSIONAL / EDUCATIONAL QUALIFICATIONS OR EQUIVALENT WORK EXPERIENCE	General education with good literacy and numeracy skills.	SVQ Level II or equivalent	
RELEVANT WORK / OTHER EXPERIENCE / SKILLS	Experience of dealing with a variety of general enquires and providing excellent customer service. Good general knowledge of the service. Experience of working in a Business Support environment. Be computer literate. Experience of working with a variety of ICT systems and packages e.g. Microsoft Office, Seemis. Ability to create and use spreadsheets, databases and management systems Fast and accurate data entry skills. Ability to take accurate minutes	Ability to multi task and organise own workload.	
PERSONAL QUALITIES / BEHAVIOURS	Excellent interpersonal skills and ability to communicate at all levels	Ability to work as part of a team. Ability to work to deadlines. Good customer care awareness.	

ADDITIONAL JOB REQUIREMENTS		Working out-with core hours if required
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