

Job Description

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC05
Location:	Plough Lane
Responsible to:	Directorate Support and Improvement Officer

Job Role: Business Support Officer

Service: Transformation and Improvement

Main purpose of the role

The post-holder will be assigned to a community wellbeing directorate sector, working for either commissioning, talk community, social work or occupational therapy, to assist the well-lead, caring and responsive service, by providing administrative, secretarial and clerical functions.

Within this the post-holder will provide:

- A high-standard customer service, acting as first point of contact to known clients;
- The coordination and minute taking of statutory and other complex meetings to required timescales; and
- The Input and produce statistical information from current data systems;

All sectors will have an element of:

- postal service duties; and
- minuting of team meetings



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Ensuring that data protection and confidentiality policies are adhered to at all times; 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Liaising with the shift coordinator/ senior business support officer for advice and support should any complications arise; 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Adhering to internal best practice standards guidance; 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Providing timely and courteous responses, making accurate records of all incoming requests and their outcomes; 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Awareness of whether requests pertain to the department being supported, transferring the person to other teams is required, or forwarding the message onto the appropriate adult social care staff member; 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Working with adult social care team manager to greet their meeting members and provide a clerical service. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Demonstrate an ability to work on own initiative, when scheduled onto the rota, but recognise where further guidance is required. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Provide a timely and courteous virtual reception for all callers, responding to routine and non-routine telephone and email enquiries, and ensuring calls are escalated as need be to the appropriate staff. This will include dealing with confidential and sensitive information. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Convene and prepare team-business meetings, statutory meetings and other complex meetings including room bookings, video-conferencing access, collation of agenda items and reports. Taking minutes required, including the distribution of relevant documentation. Liaising with internal and external agencies regarding attendance. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To liaise with internal and external agencies, statutory services and voluntary organisations to ensure appropriate attendance at statutory and complex meetings, informing them in advance whether confidentiality statements, lobbies, or recordings will be used, explaining their purposes and to ensure the dispersal of appropriate other information. 	<ul style="list-style-type: none"> Weekly



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Organise and create presentational materials, reports, documents, in accordance with statutory regulations to meet the business demands across the arena, ie Strategy meetings, risk management meetings and governing panels. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Ensure the appropriate distribution of meeting minutes to the relevant agencies and service users under the guidance of data protection policies. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Carry out data input to corporate and directorate databases and systems, in line with procedures and data quality standards, ensuring that information and data is collected and recorded accurately, thus enabling the production of reliable analyses and reports 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> To regularly assist in the preparation of reports; extract, collate and prepare numerical and other data, in both tabular and graphical form, for performance management and benchmarking for consideration by senior managers, and assist in service development and quality assurance projects or events. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Pre-define with the chair the type of minutes required, and whether formal recordings can be applied. To attend and minute statutory and complex meetings with an ability to sustain lengthy periods of concentrated sensory attention to enable the constitution of formal records frequently used as evidence in court proceedings. 	<ul style="list-style-type: none"> Ad-hoc
<ul style="list-style-type: none"> Pre-define with the chair the support required, offering support to facilitate a lobby/ welcome to the meeting; define the ground rules; and to facilitate the sharing of documents, and the naming of action plans items. 	<ul style="list-style-type: none"> Ad-hoc
<ul style="list-style-type: none"> Manage incoming post, scanning letters and emailing onto the appropriate person(s) Destroying the original and maintaining the confidentiality of the document. 	<ul style="list-style-type: none"> Ad-hoc
<ul style="list-style-type: none"> Manage outgoing post, by preparing a front letter, and delivering by either post-room or email as instructed by an adult social care staff member, and detailing action taken within the client's case file. Maintaining the confidentiality of the document. 	<ul style="list-style-type: none"> Ad-hoc
<ul style="list-style-type: none"> Undertake progress chasing and deadline monitoring to ensure the maximum efficiency of the service. 	<ul style="list-style-type: none"> Ad-hoc



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To amend reference materials and keep up to date directories / lists of relevant institutions / persons / committees etc. 	<ul style="list-style-type: none"> Ad-hoc
<ul style="list-style-type: none"> Progress work activities within specific tasks or projects as directed by line manager to contribute to the effectiveness of the service. 	<ul style="list-style-type: none"> Ad-hoc
<ul style="list-style-type: none"> Carry out any reasonable tasks as directed by the line manager and be deemed within the remit of the post. 	<ul style="list-style-type: none"> Ad-hoc



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> GSCE (or equivalent) English, Grade C or above 	Essential	A, I
<ul style="list-style-type: none"> Willingness to undertake training to meet the needs of the service and support self-development 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Managing personal, confidential and sensitive information appropriately 	Essential	A, I
<ul style="list-style-type: none"> Successfully coordinating meetings of personal, confidential and sensitive information appropriately 	Essential	A, I
<ul style="list-style-type: none"> Meeting customer service expectations/ standards 	Essential	A, I
<ul style="list-style-type: none"> Assisting people in person, on the phone, via video-conferencing or via email 	Essential	A, I
<ul style="list-style-type: none"> Organising meetings and taking accurate minutes 	Essential	A, I
<ul style="list-style-type: none"> Delivering a range of administrative tasks 	Essential	A, I
<ul style="list-style-type: none"> Working effectively as an individual and as part of a team 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Experience of working in a social care or health setting would be desirable 	Desirable	A, I
<ul style="list-style-type: none"> Knowledge of what Adult Social Care is 	Desirable	A, I
<ul style="list-style-type: none"> Knowledge of what Adult Safeguarding is 	Desirable	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Microsoft Office: Typing (Word), Emailing and Appointment Keeping (Outlook), and Data Keeping (Excel) 	Essential	A, I
<ul style="list-style-type: none"> Video-conferencing platforms: Skype/MS Teams/ What's App/ Zoom 	Essential	A, I
<ul style="list-style-type: none"> Verbal and Written Communication: to assist a caller's confidence, a regulated professionals' confidence and a managers' confidence that you have recorded actual conversations well, and have adhered to best practice in customer services standards 	Essential	A, I
<ul style="list-style-type: none"> successfully coordinating a function/allocated work from start to finish 	Essential	A, I
<ul style="list-style-type: none"> successfully coordinating repeat meetings 	Desirable	A, I
Ability to: <ul style="list-style-type: none"> Be neat in appearance, polite and calm, formal, reliable, and competent 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> • Learn new skills following support within your induction period • Manage a busy workload with a high volume of calls and multiple meetings across the week • Produce quality work in agreed time frames • File, sort and store documents • Accurately copy information from one computer system/ database to another • Coordinate MS teams meetings, invitations, recordings, prepare agendas and supporting documentation • Sustain lengthy periods of concentrated sensory attention whilst recording accurate and concise information in meetings. • Ask shift coordinator for assistance when needed • Ask shift coordinator to help you unpack disturbing information or difficult conversations 		
<p>Other factors:</p> <ul style="list-style-type: none"> • Commitment to supervision, support and learning • Commitment to delivering high quality services • Commitment to fairness, transparency and equality • Commitment to continuous improvement of working practice to improve performance, incorporating new technology • Willingness to change tasks, grade appropriate to meet the needs of the business • Willingness to attend to infection control secure buildings for purposes of essential work 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none">Willingness to apply a flexible approach to work and hours to satisfy the needs of the business.		



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

