# Job Description

# Business Support & Information Officer

**Role Profile**   Business Support Grade E

**Service/Team**      Customer, Arts and Property/Children’s Services

**Reports to**       Business Support & Information Team Leader

**Responsible for**      n/a

**Number of posts**      10+

**Post number**      n/a

**Career Grade**      n/a

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** delivering an efficient and effective business support service, ensuring that customers receive timely, accurate and courteous responses to their queries and requests, which enhances their satisfaction and trust in the Council's services.

**Job Overview**

To be the welcoming ‘front-office’ face of the Family Hub for all visitors, particularly parents and children, and to provide a friendly, helpful front of house information service for families, making use of the Family Information Service and other sources of information as needed. Working as part of the Family Hub team you will provide an efficient, effective and high-quality administration support service to staff.

**Key Responsibilities**

* To provide the reception role for an allocated Family Hub ensuring that all visitors are welcomed, signed in and out and helped/shown where they need to go in a timely way.
* Data input and updates on the appropriate Management Information System such as registering families, attendance monitoring and producing reports, ensuring accuracy at all times.
* To process Early Help referrals and any other relevant processes within strict data protection protocols.
* To make sure that the reception area is always clean, tidy and bright, and that displays are relevant and up to date.
* To adhere to agreed reception procedures, ensuring all relevant aspects of the role are followed by other members of the team whilst covering the reception desk.
* To provide visitors, particularly families, with relevant information about the Family Hub and other services locally and endeavour to find out answers to queries using the Family Information Service (FIS), Google and other sources of information. For more complex questions, to take advice from other Family Hub staff and/or pass on the query to a more appropriate person or agency, ensuring that the enquirer is comfortable with the action proposed.
* To deal with enquiries which may be of a sensitive nature and/or contentious, in person or over the telephone in a positive, professional, and helpful manner, ensuring enquiries are answered effectively and messages are passed on promptly to the correct staff.
* To be alert to safeguarding issues and ensure any safeguarding concerns raised by a visiting family are immediately passed on to their line manager or safeguarding leader.
* To use initiative and follow procedures when lone working in the Family Hub on a regular basis.
* Where necessary to monitor and update social media site, acting as representatives of the Council and in accordance with digital marketing policies and procedures.
* Where appropriate, liaise with Asset Management and Property Services and the relevant Hub Manager to ensure services for the building are kept up to date e.g. grounds maintenance, PAT testing, fire safety equipment. Maintain up to date records of all services carried out within Family Hub premises.
* Where applicable, organise regular fire drills, testing of fire alarms, building health and safety checks and be responsible for the upkeep of the first aid kit, including where agreed, to be the designated First Aider and Fire Marshal for the building.
* To provide administrative support to the Family Hub staff, including designing and producing various documents, flyers, reports, briefing papers and other correspondences in a professional format and within the timescales specified.
* To assist members of the team with organising Outlook appointments, scanning, shredding, typing and photocopying. Arrange meetings for members of staff; organise refreshments and venues and send out agendas and supporting paperwork as necessary. Minute agreed internal and multi-agency meetings which can be sensitive and complex, type notes and distribute accordingly within the timeframe set.
* To use and interrogate the BCP financial system to maintain and administer records, enabling effective budget monitoring under the direction of the Team Leader. To use the Council’s purchasing system, including using Visa purchasing Card, to order goods and services, adhering to Financial Regulations and Family Hub policy.
* As required, to carry out data input work onto spreadsheets and databases to a high standard of accuracy and maintain as necessary. Interrogate databases for information required in day-to-day work. Collate and interpret statistical information as required.
* To ensure that all Family Hub timetables, leaflets and literature are current and that supplies are maintained. To manage various mail outs in a timely and coordinated way.
* To work closely with other Business Support and Information Officers and Family Hub staff with regards to work processes and to share good practice.
* To work alongside the Team Leader to provide cover or additional resources across Children’s Services as necessary.
* To maintain data area records and to ensure that information that is not to be disclosed and/or is sensitive is treated as confidential and in compliance with the Data Protection Act and relevant procedures.
* Ensure the Health & Safety folder at designated Family Hub is up to date, ensuring all staff members have read and are aware of the fire procedures. Form to be signed by all Family Hub staff as well as visitors to the building.
* To collect, deliver and sort the daily post and to distribute accurately to staff as required.
* To maintain both alphabetical and numerical filing systems, ensuring documents are filed timely and accurately so they can be quickly retrieved.
* To support the delivery of Family Hub groups and events as agreed, co-ordinating the publicity and literature for the event and booking suitable venues.
* To work in partnership with Hub Managers to book crèches, including monitoring and checking group numbers and securing appropriate rooms.
* To attend Family Hub and Business Support and Information team meetings as required.
* To support senior leaders with the recruitment and induction processes as appropriate. To support the performance appraisal process to assess own performance and undertake training and development relevant to the post.
* To identify and raise issues that impact on the effective delivery of services and propose improvements with the Team Leader.
* To actively support a greener office environment by reducing paper waste.
* To use a Windows based PC to produce a variety of documents e.g. agendas, mailings, publicity material and other types of administration using Microsoft Office software.
* To undertake such other duties as may be required from time to time commensurate with the level of the post.
* To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equality, Health and Safety at Work and Data Protection Acts.

**Specific Qualifications and Experience**

* Significant and a wide range of administration experience in a busy office environment.
* Experience of taking complex minutes at meetings or producing similar written material
* Significant experience using various IT software packages, including Excel, Access, PowerPoint and Word and bespoke databases
* Minimum of 2 A Levels or equivalent experience
* European Computer Driving Licence (ECDL) or equivalent
* NVQ Level 3 in Information, Advice and Guidance or willingness to train.

**Personal Qualities & Attributes**

* Ability to work effectively as part of a team.
* Able to use own initiative working under minimal supervision
* Ability to produce and maintain high quality standard of work
* Ability to work under pressure to tight deadlines.
* Advanced keyboard skills and able to produce work quickly and accurately
* Able to present work in a consistent and professional format.
* Excellent communication and interpersonal skills to deliver a range of advice and guidance, resolve queries, including some of a more contentious nature
* Strong numeracy skills; handling cash, processing financial paperwork, analysing and understanding data.
* Able to manage and organise own schedule efficiently.
* Ability to use office equipment and file numerically and alphabetically.
* Identifies ways to do things more effectively
* Data Protection and Freedom of Information Acts
* Health and Safety at Work Act
* Strong commitment to customer care and in delivering high quality services
* Strong commitment to equality and diversity
* Professional and adaptable with a positive approach to work
* Willingness to undertake further training to support administrative work

**Job Requirements**

* DBS check
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.