

Business Support Services

Delivery of support and administrative services to internal customers in the organisation

- Roles within this family will deliver administrative support service to internal and external customers.
- The Administrative Support family will be primarily focused on enabling the other areas of the Council; ensuring they can communicate with internal and external customers (by the provision of administration services, etc.) and by supporting them to ensure the processes of their service area are kept moving, through the processing of applications, forms, referrals, consultations etc, adding value to existing services through the efficient applications and streamlining of administrative processes.
- The larger roles within this family will therefore focus on how best to add this value – i.e. through process mapping and process improvement and the standardisation of documents, letters, templates etc. Smaller roles will focus on the provision of discrete and repetitive administrative tasks.



Business Support Services



Level 7

Roles at this level add value to information and data by producing a range of reports and analysis with the administrative field, using standard templates.

Scope of Work

Role holders provide administrative support that concentrates on the exercise of specialist skills to support functions/directorates/team across the Council. This may involve guiding the work of others. Although most work follows established patterns, initiative is needed to handle equipment and follow process to resolve problems and queries. Role holder will also react to changing priorities based on experience and judgement and without the need to refer to others.

Accountabilities/Responsibilities

- Deliver a range of administrative support processes to meet an agreed quality standard or specification.
- Apply understanding of specific/specialist business support processes to prepare reports and related materials for use by others.
- Manage diaries, organise and service meetings initiating actions, produce and manage correspondence and initiate responses.
- Process financial information to help ensure finances are effectively monitored.
- Respond to and resolve enquiries and problems judging when to pass complex queries on or to involve others to aid the swift and effective resolution of issues.

Supervisory

- May support colleagues the in application of basic administration methods, processes and systems.

Individual

- Analyses, presents and draws conclusions from specific information.

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Level 7 continued...

Skills, knowledge and experience

- GCSE or Vocational equivalent, strong numeracy and literacy, proficient use of processes or IT.
- Understanding of specialised processes and methods gained through relevant training and experience.
- Excellent knowledge of the activities in the specific work area.
- Proficient in the use of standard IT software packages and software relating to the service area.
- Able to provide support and supervise less experienced members of the team and show awareness of individual differences. Help colleagues perform tasks and use systems and processes.
- Able to plan own work over short timescales for routine or familiar tasks and processes.
- Ability to deal with others and exchange varied information with a range of audiences.