

Job description

Business Support Officer

- Grade: Scale 6
- Reports to: Deputy Business Support Manager
- Direct reports: None
- Your team: Children's Active Involvement Service (CAIS)
- Service area: Service area (e.g. Human Resources/Housing Needs & Strategy)
- Directorate: Resources

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

This post requires a DBS check at the appropriate level (Basic)

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

- To provide a broad-spectrum of administrative support to a range of services across the council.
- Facilitate the smooth running of administrative activities.
- To support the role of Deputy Business Support Manager and act as a point of contact for queries relative to the administrative functions from service users.

Key responsibilities

Please list each key responsibility of the role (Maximum of 10-12 bullet points):

- **Do not delete:** Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.
- Process and distribute incoming/outgoing documents and post (electronic and paper) using the database systems and scanning / indexing technology relative to the service area ensuring safe delivery of office correspondence.
- Maintain electronic records including quality control for important documents.
- Assist in the preparation of responses to requests for information in relation to; freedom of information requests, subject access requests, complaints at all stages including the Ombudsman; as required by the role.
- Carry out basic financial checks and monitoring of payments e.g. travel, subsistence and vouchers. Processing payments and invoices in accordance to financial procedures.
- Collate and provide statistical information as required.
- To work in accordance with safeguarding and security procedures relative to the service area and promote the procedures to those you come into contact with.
- Assist in the preparation and duration of meetings and events; making bookings, schedules (room and online arrangements), organising calendars and note/minute taking.
- Proactively respond to and resolve, in a timely and courteous manner, a wide range of queries, including confidential and sensitive issues, by telephone, email or text message, or in writing, in line with the councils customer care standard.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service and personal objectives, as agreed by the line manager.
- To undertake training relative to the role and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder
- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant legislation.
- Provide a responsive reception service ensuring all duties and responsibilities relevant to the role are performed in line with the councils customer care standard.
- Maintain the ordering of office supplies/
stock to enable office based and remote working.
- To maintain a good working relationships with team members, other council departments and partner agencies.

- Provide administrative cover assisting business support team members, ensuring continuity of administrative activities, as required.
- Receive and respond to queries received by a range of contact points logging information accurately and alerting staff and managers accordingly.
- To work in line with general office process and procedures.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Proven experience as an Administrative Officer, or similar role.	Essential
2	Good level of numeracy and literacy to compile and understand data and compose letters and correspondence.	Essential
3	Experience of using computer based systems and the ability, with training, to learn new systems quickly.	Essential
4	Excellent written and verbal communication skills.	Essential

Point	Criteria description	Essential/desirable
5	Ability to work effectively as part of a team and build positive relationships.	Essential
6	Experience of working to high standards of customer care communicating effectively with service users internal and external via a wide range of communication channels (Telephone, online, in writing). Handling all situations in a professional, sensitive and diplomatic manner.	Essential
7	Ability to create, maintain, extract electronic records, update databases and excel spreadsheets, including graphs etc. to a high level of accuracy.	Essential
8	The ability to collate and provide statistical information as required.	Essential
9	The ability to carry out quality control checks.	Essential
10	Good time-management skills, ability to work under pressure and meet deadlines.	Essential
11	Good organisation skills with a problem-solving attitude, working on your own initiative.	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.