

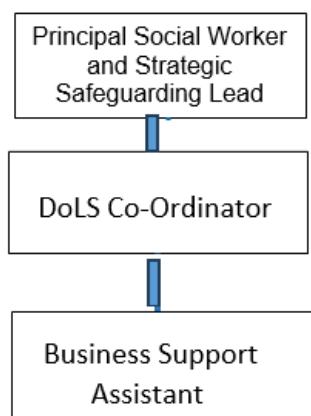
# ROCHDALE BOROUGH COUNCIL

## JOB DESCRIPTION

<b>SERVICE:</b>	Adult Care and Support
<b>SECTION:</b>	Governance and Business Support
<b>LOCATION:</b>	Number One Riverside
<b>JOB TITLE:</b>	<b>Business Support Assistant</b>
<b>POST NUMBER:</b>	
<b>Grade:</b>	3
<b>Accountable to:</b>	Various
<b>Accountable for:</b>	N/A
<b>Hours of Duty:</b>	18.5 hours, flexible working hours in accordance with the needs of the service.
<b>Any Special Conditions of Service:</b>	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>External candidates to be eligible to apply for this post you must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale (e.g. your household must pay council tax to Rochdale council)</p> <p>This post is not Politically Restricted in accordance with the current regulations</p>

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

### ORGANISATIONAL CHART



## **PURPOSE AND OBJECTIVES OF THE JOB**

The role involves providing a range of business support services, including input and analysis of data, contact with service users and managing meetings.

### **Control of Resources**

#### **Personnel**

To be responsible for managing and motivating of self both as an individual and as a member of the service.

#### **Financial**

To work in accordance with Financial Regulations and procedures of the Authority.

#### **Equipment/Materials**

To ensure effective and appropriate use and security of information systems relevant to the post including software and ICT equipment.

To ensure the efficient and effective use of equipment and consumable goods used in relation to the work of the post holder.

### **Health/Safety/Welfare**

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

### **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

### **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

### **Relationships (Internal and External)**

**Internal:** Staff within the Service  
Staff of other Services

**External:** Other key stakeholders (including service providers, suppliers and partner agencies such as housing associations)  
Service users and their representatives

### **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

### **Values and Behaviours**

Approach the job at all times using the values set out below

- Proud of the difference we make

- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

### **Principal Duties**

1. To provide effective and responsive business support to all teams within the service.
2. To ensure that information and advice provided is up to date, accurate and in accessible formats appropriate to the client group.
3. To respond to requests for information, using initiative to resolve at point of contact where appropriate and escalating where necessary. To ensure that the information and advice given assists the individual's wellbeing by increasing their choice and control..
4. To administer meetings, forums and training sessions, including scheduling, agenda preparation, invites, accurate and timely note taking and following up / monitoring any actions required.
5. To ensure accurate and timely ordering, payments and recharges.
6. To update and maintain the case management system and any other electronic systems with accurate and timely information, ensuring that data is protected and secured in line with relevant legislation and policies.
7. To retrieve, collate and analyse relevant information from a variety of sources as required.
8. To process referrals to Adult Care and associated schemes/services in line with agreed procedures.
9. To work to and assist in the identification of potential improvements to administrative processes and procedures.
10. To establish and maintain effective working relationships with key stakeholders (internal and external).

### **Secondary Duties**

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Helen Murphy</u>	Date	<u>May 2018</u>
Job Description reviewed by	<u>Laura Greenwood</u>	Date	<u>November 2023</u>
Agreed by Postholder	_____		_____
Supervisor	_____	Date	_____
Service Director	_____	Date	_____

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Adult Care</b>	<b>Post:</b>	<b>Business Support Assistant</b>
<b>Section :</b>	<b>Governance and Business Support</b>	<b>Post Number :</b>	
<b>Job Ref:</b>		<b>Grade:</b>	<b>3</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>(a) Special Working Conditions</b>		
1 Please provide details of your commitment to work flexibly as required.	E	AF
2 If you are an external candidate, please confirm you are a Rochdale Resident who lives in the municipal boundaries of the borough of Rochdale? (e.g. if your household pays council tax to Rochdale council)	E	AF/I
<b>(b) Qualifications and Experience</b>		
3 Please confirm that you have GCSE Maths and English Language (grade A-C/4-9) or equivalent and are able to provide certificates to confirm this OR that you are willing to undertake a test to demonstrate your skills in this area.	E	AF/I/production of certificates at interview/A
4 Please provide details on your experience of providing effective administrative support	E	AF/A
5 Please provide details on your experience of providing responsive customer service	E	AF/I
6 Please give details of your experience of analysing data for accuracy	E	I/A
7 Please give details of your ability to work in a fast paced environment demonstrating flexibility of approach and a positive attitude	E	I/A
8 Please provide details of your experience of using information technology effectively, including Microsoft Office and your ability to accurately update customer recording and monitoring systems.	E	I/A
<b>(c) Skills and Knowledge</b>		
9 Please give details of your effective communication skills, both verbally and in writing	E	AF/I/A
10 Please provide details of your knowledge of General Data Protection Regulations (GDPR) and how you will ensure impartiality and confidentiality when dealing with client information	E	I/A
11 Please provide details of your excellent organisational skills	E	I/A

12	Please give details of your ability to prioritise and work on own initiative and work effectively as a member of a team	E	I/A
13	Please provide details of your methodical approach to problem solving	E	I/A
<b>(d) Behaviours and Values</b>			
14	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> <li>• Proud of the difference we make</li> <li>• Passionate about the diversities of the Borough</li> <li>• Pioneering and Open in our Approach</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I