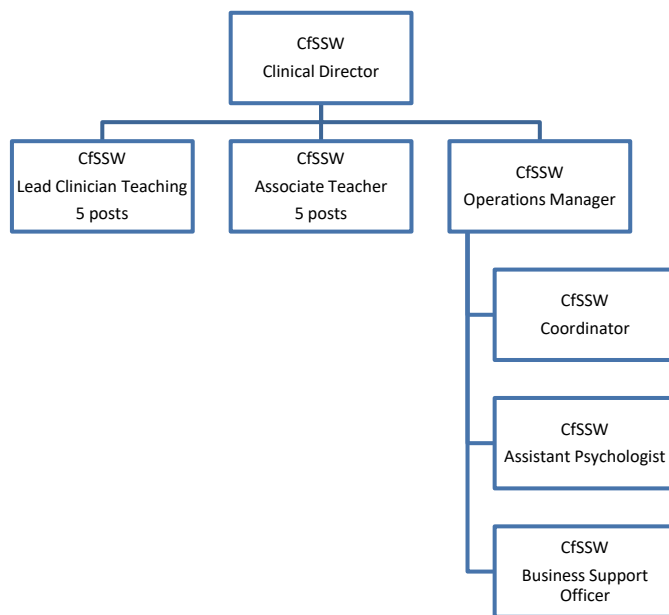


## JOB DESCRIPTION

<b>Job Title</b>	Business Support Officer
<b>Directorate</b>	Bi-Borough Children's Services
<b>Service</b>	Centre for Systemic Social Work
<b>Grade</b>	Grade D

<b>Employees directly supervised</b> <i>(if applicable):</i>	None
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### Family Tree *(job titles only, no employee names)*



#### **JOB PURPOSE:**

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The purpose of Business Support for The Centre for Systemic Work is to ensure the efficient and effective management of administrative tasks. This includes coordinating systemic training and consultancy activities internally and externally.

Business Support plays a crucial role in maintaining the smooth operation of the service. This role will be responsible for providing administrative and organisational support to the team and customers ensuring that processes run efficiently and effectively.

#### **DESCRIPTION OF DUTIES:**

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1. Provide support to the Centre for Systemic Social Work to coordinate activities  
E.g. management of diaries, setting up appointments, making travel and hotel bookings and formatting documents.
2. To coordinate teaching schedules and training courses, liaising with teachers and programme coordinators to enable the timetable to operate smoothly. E.g. updating timetable and Centre for Systemic Social Work calendar and sending course information and calendar invitations to teachers and students.
3. To manage the Centre for Systemic Social Work inbox responding to emails and enquiries and forwarding messages on to other members of the team as appropriate.
4. To support virtual teaching sessions. E.g. setting up Microsoft Teams meetings, managing breakout groups, monitoring attendance, gathering feedback, setting up polls and admitting of participants and providing technical assistance where needed.
5. To provide physical cover of the office, meet and greet teachers and students, set up training rooms and ensure that the technology is working, prepare teaching resources and respond to phone calls.
6. To manage student data by updating attendance records, tracking essay submission rates and producing basic reports using Excel. This will include monitoring student progress using Turnitin (assignment submission system), inputting information onto K&C Oracle (learning management system) and keeping Centre for Systemic Social Work records up to date.
7. To monitor student feedback (as advised by the Assistant Psychologist) – creating feedback forms using Microsoft Forms or an equivalent, analyse data and provide

basic reports.

8. To handle sensitive and confidential data appropriately and to work effectively with members of staff, in face-to-face contact, Teams calls, over the telephone and by email.
9. To provide support for specific meetings and projects including organising of meetings, issuing of agendas, supporting documentation and initiating follow-up actions as required.
10. To verify and process invoices and orders from external suppliers for approval by the budget holder.
11. Respond to frequently changing work priorities in a positive and constructive manner ensuring urgent tasks are completed within designated timescales.
12. To participate in training and make constructive use of supervision and performance review to enhance opportunities for personal development, and to contribute improvements to the service.
13. To develop good working relationships with customers and internal teams across the Councils – London Borough of Hammersmith and Fulham, Royal Borough of Kensington and Chelsea and Westminster City Council.
14. To always carry out the responsibilities of the post with due regard to Equal Opportunities, the Data Protection Act and the maintenance of confidentiality and service user choice.
15. To be aware of the Council's Health and Safety Policy and to implement safe working practices.
16. All staff are expected to carry out their job in compliance with the Councils Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the Internet
17. The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager

## SELECTION CRITERIA/PERSON SPECIFICATION

<b>Job Title:</b>	Business Support Officer
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### Conditions to Note:

#### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

<b>A</b>	<b>Equal Opportunities</b> Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
<b>B</b>	<b>Qualifications</b> No formal qualifications are required for this post, but detail on skills and experience is outlined below that the postholder would need to hold.
<b>C</b>	<b>Skills; Experience and Attitude</b> Experience of working with and supporting customers in a business environment.

Commented [OW1]: Taken out 'good' the senior should be a higher level of skills required

	<p>Experience of undertaking a variety of administrative duties, and skills in providing accurate administration support.</p> <p>Ability to work with conflicting demands and prioritise effectively to deliver to service priorities.</p> <p>Experience of working with Microsoft Office and data management systems such as Word, Excel, Outlook and PowerPoint.</p> <p>Experience of using Microsoft Teams / Zoom to manage and set up virtual learning events and meetings.</p> <p>Good interpersonal and communication skills and ability to develop positive partnerships across the Councils (LBHF, RBKC and WCC) and with other organisations.</p> <p>Ability to manage a diverse workload and keeping up to date with multiple tasks and demands concurrently updating manager as appropriate to ensure deadlines are met in line with team priorities.</p> <p>Ability to Undertake simple data analysis using excel to produce reports</p> <p>A knowledge and understanding of financial processing</p> <p>A sound knowledge of General Data Protection Regulations (GDPR) regulations.</p> <p>Ability to work as a member of a team</p>
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Our Values & Behaviours	
D	<div> <div>PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> <li>• We put local people at the heart of decision making in everything we do.</li> <li>• We seek to include and involve: all voices matter.</li> <li>• We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> </div>

	<ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
E	<div style="background-color: #008000; color: white; text-align: center; padding: 5px; margin-bottom: 10px;"><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li> <li>• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>
F	<div style="background-color: #007bff; color: white; text-align: center; padding: 5px; margin-bottom: 10px;"><b>INTEGRITY</b></div> <ul style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued</li> </ul>
G	<div style="background-color: #008000; color: white; text-align: center; padding: 5px; margin-bottom: 10px;"><b>WORKING TOGETHER</b></div> <ul style="list-style-type: none"> <li>• We work together and in partnership with everyone that has an impact on the lives of our residents.</li> <li>• We want to understand, learn from each other and continually adapt.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li> </ul>

- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.