Isle of Anglesey County Council

Job Description / Person Specification

Job Title: Business Support Assistant

Post Number:

Service / Section: All Services

Grade: 3

Overall Job Purpose:

Provide business support for the relevant department. The role involves working daily with personal and confidential information and require's the post holder to treat the workload confidentially. The postholder is required to have excellent ICT skills and will have the ability to work with spreadsheets, databases, and a number of corporate ICT systems such as Zellis, CIVICA and Imperago.

The post holder will need To be available at short notice to provide business support on an ad-hoc as and when basis.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

Main Duties / Responsibilities:

1. Execute key administration processes for the function to ensure operational requirements are met and that procedures and documentation are compliant with legislation and regulatory requirements
2. Maintaining and producing reports from designated service databases, spreadsheets and registers.
3. Participate in relevant projects to support achievement of objectives
4. Preparing of Freedom of Information/Data Protection requests.
5. Co-ordinating meetings, preparing agendas and venues, distributing and collating reports, attending and distributing minutes. .
6. Assisting the team with recording and collating information
7. Undertake background research (sometimes confidential) and present findings in a professional manner.
8. Take incoming telephone calls and dealing with miscellaneous enquiries and making referrals to more senior officers as appropriate in line with the Council's Customer Excellence requirements.
9. Provide an effective and efficient customer care service, responding sensitively and effectively to any persons who contact the service.
10. To file documents as instructed by the team, and ensure files are maintained and kept up to date.
11. General Office duties including:
    - Using a wide variety of ICT applications
    - Typing, photocopying and scanning documents

- Processing internal and external mail and messages
- Writing formal letters

12. Ensure compliance with relevant legislation and guidance such as:
    - EU procurement and the Council's Financial Regulations
    - Safeguarding of children and vulnerable adults
    - Data Protection Act
    - Freedom of Information
    - Welsh Language Standards
13. Any other duties relevant to the post, the post's grade or as directed by the Line Manager.

Person Specification:	**Essential (E) Desirable (D)**
Education and Training **The minimum educational requirements/professional or vocational qualifications for the post:** 1. 5 GCSEs Grade C or above or Level 3 in relevant subject e.g. Business Administration / Customer Service. 2. Good standard of education 3. 2 'A' Levels, HNC or equivalent in a relevant subject 4. NVQ Level 3 Business Administration	**E** **E** **D** **D**
Any specific training required for the post including Certification: 1. IT qualification 2. Customer Care Training	**D** **D**
Key Competence Requirements **Job related knowledge:** 1. Able to communicate in Welsh and English 2. Good recording skills. 3. Good communication skills, face to face and over the phone 4. Good organisational skills 5. Good IT Skills with ability to use Microsoft packages, such as Word, Excel effectively 6. Willing and able to work in a flexible and agile way and move between teams, quickly learning processes and providing support as required 7. Experience of working with administrative processes in an office environment 8. Experience of working in a process driven, team environment, demonstrating an ability to be flexible and provide support for colleagues.	**E** **E** **E** **E** **E** **E** **E** **E**
Specific skills:	

1. To be responsible for establishing good working relationships both internally and externally	**E**
2. Ability to gather and analyse information effectively.	**E**
3. Ability to prioritise work effectively.	**E**
4. Ability to work under pressure.	**E**
5. Able to work as part of a team.	**E**

Position in the Organisation:

Reports to:	**Relevant Manager**
Staff Supervised:	**N/A**

Working Arrangements and Conditions:

Working Week:	Casual Monday – Sunday
Identified Work Base:	Anglesey
Contracted Hours:	Casual

Language Requirements

Welsh Language Skills (Please see the skills framework attached)

Listening (Tick One)		Level 1 ☐	Level 2 ☐	Level 3 ☒	Level 4 ☐	Level 5 ☐
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☒	Level 4 ☐	Level 5 ☐
Speaking (Tick One)		Level 1 ☐	Level 2 ☐	Level 3 ☒	Level 4 ☐	Level 5 ☐
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☒	Level 4 ☐	Level 5 ☐

English Language Skills (Please see the skills framework attached)

Listening (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Speaking (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: August 2022

Mae’r ddogfen yma ar gael yn Gymraeg / This document is available in Welsh

Language Skills - Workplace Assessment Levels

(i) Listening

0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing:

0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision