



Job Description

Details of the job

Post title:	Business Support Officer
Salary grade:	Grade F
Hours:	Mon-Thurs 9.00-5.30, Fri 9.00-5.00
Location:	The Forum, Towcester (Office base may vary)
Reports to:	Senior Business Support Officer
Service area:	Community South Northants Team Northamptonshire Adult Social Services

Overall purpose of the post

1. To work within a comprehensive range of systems to provide a responsive service to customers and ensure the provision of timely and accurate information to relevant team members in support of the Care Pathway process.

Principal responsibilities

1. Maintain an accurate computerised database with the information provided by the accountable workers on all customers of Adults and Transitions to enable effective case management.
2. To maintain and support any systems that are in place, including IT, archiving, filing and electronic storage systems, that may be in use to ensure effective delivery of services.
3. Deal with all correspondence and telephonic enquires related to the Care Pathway including prioritising and taking necessary administrative action according to defined procedures in order to facilitate an effective and prompt response by care management staff.
4. Provide an efficient and confidential administrative service, including use of Word, Excel, PowerPoint, databases, email [Outlook] etc., to enable the Care Pathway team to deliver services efficiently.
5. Support the assessment and review of customers by ensuring all requested assessments and reviews are received on time.
6. Arrange all aspects of inter-agency and inter-departmental meetings as requested including taking minutes of the meetings.
7. Processing general financial claims and payments in accordance with NCC regulations and guidelines.
8. To maintain a high degree of confidentiality for all information handled.

9. To liaise with other staff, both internal and external, to ensure appropriate exchange of information.
10. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
12. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Post title:	Business Support Officer
Salary grade:	Grade F
Service area:	Community South Northants Team West Northants Adult Social Services

Attributes	Essential Criteria	Desirable Criteria
Education and Qualifications	<p>Able to demonstrate a good level of general education equivalent to GCSE standard in English or Maths.</p> <p>NVQ Level 2 or equivalent in a relevant subject.</p>	<p>A typing or word-processing qualification NVQ Level 3.</p>
Experience and Knowledge	<p>Previous office experience Demonstrate good organisational ability.</p> <p>Demonstrate good written and verbal communication skills including telephone skills.</p> <p>Demonstrate accuracy and attention to detail.</p> <p>Experience of using IT systems including Word and databases.</p>	<p>Experience of working in a busy office environment.</p> <p>Experience of using a database.</p> <p>Demonstrate an understanding of and commitment to Health and Safety.</p>

Attributes	Essential Criteria	Desirable Criteria
Ability and Skills	<p>Able to work independently and as an effective team member with minimum supervision.</p> <p>Able to demonstrate a reasonable level of information technology skills, including Word and email.</p> <p>Able to maintain confidentiality.</p> <p>Able to prioritise own workload and cope well</p>	<p>Ability to work with a wide range of systems.</p>

	<p>under pressure to meet deadlines.</p> <p>Flexibility.</p> <p>Ability to build and maintain good working relationships with colleagues and customers to deliver the service.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	