

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Business Support – SS&W
POST:	Business Support Assistant
GRADE OF POST:	GR03
RESPONSIBLE TO:	Business Support Team Leader

JOB PURPOSE:

Provide direct clerical support to the Social Services & Wellbeing Directorate teams to support the provision of a high quality administrative service.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Processing of service documentation; which can include the formatting of letters and documents.
- Updating information on the WCCIS database in an accurate and timely manner, ensuring compliance with GDPR and accuracy of the system by regular validation of records.
- Updating the electronic filing system eg Information@Work.
- Dealing with enquires, taking messages from members of the public and external agencies, which may be over the telephone or occasionally face-to-face.
- Providing clerical support to a range of staff as directed and liaise with internal staff and external bodies in order to maintain accurate records.
- Assist the administration of meetings by co-ordinating calendars and circulating relevant documentation.
- Assist the review of administrative processes and procedures.
- Occasionally assist the Business Support Officer in maintaining the petty cash system when necessary.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding and Quality Team or Children's Safeguarding Assessment Team.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

Business Support Assistant

The following attributes represent the range of skills, abilities and experiences etc relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (√).

Attributes	Requirements	Essential	Method of Evaluation / Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • A good standard of education to QCF level 2 or an ability to demonstrate competence through experience. 	√	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of using Microsoft Office products. • An understanding of the importance of customer care • Experience of working in an office environment. • An understanding of administrative processes and systems. 	√ √ √	Interview, application form, reference and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> • Ability to communicate clearly and effectively and form constructive working relationships with colleagues. • Ability to demonstrate good organisational skills and work flexibly and proactively. • An ability to work as part of a team • Good attention to detail and an ability to work logically and methodically • The ability to communicate through the medium of welsh. 		Interview, application form, reference and selection process.