



Coventry City Council

Job Description

Job Title:	Business Support Officer (Positive Directions)	Job Number:	
Service:	Children's Services	Post Number:	
Location:	Broadgate House	Grade:	4

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Business Support Officer to work under the general direction of the Team Leader and the Service Manager, to be responsible for the day-to-day delivery of administrative support to the Positive Directions Project (TiRs).

Main Duties and Responsibilities:

1. Provide advice to service users to enable them to access services from Children's Services and partner organisations.
2. Handle a range of administrative work in support for the service including the drafting and preparation of documents, writing minutes, preparing power point presentations, handling enquiries coming into the service, organising meetings.
3. To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.
4. Provide the first point of contact for service users, staff from partner organisations and colleagues and determine how matters can be most effectively progressed from this first contact.
5. Deal with enquiries, through varying mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues.
6. Undertake data input and document production using the range of systems in use within the Regulation service.
7. Maintain computerised systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
8. Responsible for maintaining supplies of stationery and other office consumables within the Regulatory service.

9. Assist with the development of IT systems and workflow processes within the regulatory service, including create, review, revise, develop, improve and maintain systems and procedures for the service to improve and respond to change.
10. Ensure data is handled in line with Data Protection Regulations.
11. Maintain up to date knowledge of corporate systems and standards and pass on information to other team members.
12. The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.
13. Assist with the allocation and prioritisation of work within the regulatory team and undertake quality checks in relation to the work produced by the team.
14. Progress work activities within specific projects and tasks delegated by the Team Manager to contribute to the effectiveness of the service.
15. Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
16. Collate and prepare the presentation of performance data relating to service activities. Initiate work, for example case file audits, in support of the scrutiny of service performance.
17. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
18. Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
19. Support with the training of technical support officers within the team to ensure office systems, procedures and health and safety requirements are met.
20. Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
21. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: -

Responsible to: Team Leader/Service Manager

Date Reviewed: November 2019

Updated: July 2022



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Knowledge of the services provided by Children's Services
	<ul style="list-style-type: none"> • Knowledge of customer care and the principles of equal opportunities in providing services.
	<ul style="list-style-type: none"> • Knowledge of IT packages and systems to support ongoing office activity and of specialised systems that support technical activity.
	<ul style="list-style-type: none"> • Knowledge of health and safety in relation to the office environment.
	<ul style="list-style-type: none"> • Knowledge of Data Protection legislation and implications.

Skills and Abilities:	<ul style="list-style-type: none"> • Ability to prioritise own workload to ensure deadlines are met and tasks/duties are managed effectively.
	<ul style="list-style-type: none"> • Good communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members.
	<ul style="list-style-type: none"> • Good level of IT skills to ensure precision and accuracy for data input and retrieval.
	<ul style="list-style-type: none"> • Ability to deal with conflict and find a suitable resolution to issues that may arise.
	<ul style="list-style-type: none"> • Good literacy and numeracy skills to assist with the production of a variety of correspondence
	<ul style="list-style-type: none"> • Excellent organisational skills to maintain office systems and arrange meetings
	<ul style="list-style-type: none"> • Be proficient in the use of IT packages
	<ul style="list-style-type: none"> • Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.

Experience:	<ul style="list-style-type: none"> • Of a wide range of technical administrative based duties
	<ul style="list-style-type: none"> • Of producing a range of high-quality documents such as presentations, spreadsheets, annual and quarterly reports
	<ul style="list-style-type: none"> • Experience of using computer databases, and Microsoft packages such as PowerPoint, excel, word and outlook

- Of dealing with a wide range of customers in order to handle and resolve enquiries.



Educational:	<ul style="list-style-type: none">• Good standard of numeracy and literacy.
	<ul style="list-style-type: none">• Maths and English GCSE 4/C or above (Or equivalent)
Special Requirements:	<ul style="list-style-type: none">• Willingness to undertake any necessary formal training• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Reviewed: November 2019

Updated: July 2022