



JOB DESCRIPTION

Job Title	Business Support Assistant
Portfolio	Education & Youth
Reports to	Business Change & Support Team Leader
Location	Ty Dewi Sant, Ewloe
Job Reference/ID Number	

Job Purpose

To provide a modern and effective customer focused business support to the portfolio. The postholder will work as part of the Business Support Team which supports the authority's education service.

Principal Accountabilities

1. Undertake a range of Microsoft Office tasks such as service documents, letters, spreadsheets, PowerPoint presentations
2. To maintain databases and spreadsheets to support the provision of accurate and timely management information
3. To assist service managers in the collation and verification of data for submission to Wales Government
4. To assist service managers in organising training courses, sending electronic invitations and sending and recording feedback
5. To provide assistance in maintaining service stocks and equipment including raising purchase orders and process invoices
6. To contribute to the portfolio's pupil database systems (ONE & ECLIPSE) by validating that data is accurate and up-to-date to support the timely retrieval and reporting of information to Managers.
7. To undertake a wide range of administrative functions for the team such as answering telephone calls and emails (both internal and external), archiving, filing (paper & electronic), scanning, and taking meeting notes
8. Provide general business support to the Business Change & Support Team Leader as necessary.
9. To support the work of the Business Support Service by contributing to the review and development of business systems and processes within the service area.
10. To organise and prioritise individual workload, anticipating fundamental day to day problems and as appropriate resolve them on own initiative and/or in direct liaison with colleagues

Supervision/Management of People

Not applicable

Employment Checks/Specific Requirement i.e. DBS

Not applicable

Special Working Conditions		
Not applicable		

Person Specification		
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The person specification sets out the skill, knowledge and experience that are considered to be necessary to perform the role and will be used in short-listing both at application and interview stage. It is therefore important that you demonstrate on your application how you meet all of the essential requirements.

Academic/ Professional Qualification	Essential / Desirable	How this will be assessed?
Educated to NVQ level 3 or equivalent or possess relevant experience	Essential	Application/Interview Qualification evidence

Knowledge and Experience		
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Proficiency and experience of working with computerised database systems and Microsoft software e.g. Word, Excel	Essential	Application/Interview
Excellent customer care skills are essential. The expectations of the post holder are that they will be dealing with customers and they must be prepared to understand the needs of the stakeholders, maintain respect and deal with irate customers.	Essential	Application/Interview
Experience in working with and analysing and collating data	Essential	Application/Interview
Understanding of Data Protection legislation	Essential	Application/Interview
Relevant experience of working within a multi-agency environment	Desirable	Application/Interview
Previous experience in Education environment	Desirable	Application/Interview
Knowledge of Capita ONE	Desirable	Application/Interview

Skills		
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Proven ability to establish, build and maintain good relationships with people at all levels in the organisation and externally.	Essential	Application/Interview
Have a methodical approach to planning and completing work with the demonstrable ability to maintain a consistent high level of accuracy and attention to detail under	Essential	Application/Interview

pressure and efficiently prioritising their workload effectively in order to meet demands.		
Demonstrate a flexible approach to work with the ability to participate in a variety of tasks.	Essential	Application/Interview
Excellent literacy and numeracy skills	Essential	Application/Interview
The ability to act on their own initiative and be able to meet diverse workloads, schedules and deadlines in a calm and assured manner, whilst being committed to providing an efficient Customer Care Service for all users.	Essential	Application/Interview
The post holder must have excellent written and oral communication skills when dealing with both professionals and the general public.	Essential	Application/Interview
The ability to work under pressure and work to deadlines	Essential	Application/Interview
Ability to work on own and use initiative	Essential	Application/Interview
Ability to work as part of a team	Essential	Application/Interview
Ability to speak Welsh	Desirable	Application/Interview
Flintshire County Council Core Behavioral Competencies	Essential	How this will be assessed?
Customer First: Understand our customers (internal and external) and deliver high quality services to meet and exceed their expectation.	Essential	Application/Interview
Working Smarter: Being clear about what you are expected to deliver in your job and have the skills, motivation, enthusiasm and commitment to work effectively.	Essential	Application/Interview
Working Together/Partnership: Building and maintaining positive relationships in order to deliver better services for our customers and employees.	Essential	Application/Interview
Communication: Ensuring we understand each other, respect each other express and share ideas and information clearly.	Essential	Application/Interview
Change: Adapting to change and introducing better ways of doing things, through generating ideas and seeking out the best way to deliver our service.	Essential	Application/Interview
Leading and Managing: Leads and motivates self and others to continually improve performance	Essential	Application/Interview