

Post title:	Business Support Administrator
Grade:	CD
Responsible to:	Business Support Team Leader
Staff managed:	None
Directorate:	Central Services
Service:	Business Support
Job family:	C&A - Customer & Administration
Date of issue:	May 2023

Job context

- The post-holder will work within one of the teams in the Business Support Service, either in one of the shared service teams providing services across NYC or in a Business Support team providing support to a specific Directorate operational function. Post-holders will be line managed by a Team Leader in the Business Support Service. In some instances, they will be tasked on a day-to-day basis by a manager in the operational team in which they are based.
- This role involves spoken communications, so a confident use of English language is required.

Job Purpose:

The core focus of this post is to provide administrative and financial administration support to operational or frontline services.

Operational management:

- Work to defined standard business processes to perform administrative tasks including processing applications/requests for service, taking and making telephone calls, checking and confirming information, typing and photocopying; with due regard to confidentiality and safeguarding.
- To act as the first point of contact for specific function(s) of an operational service
- To undertake reception duties, meet and greet visitors, provide direction and give advice and guidance to routine queries
- To provide advice and guidance to customers (including members of the public), business partners and others on business processes and operational service issues and to resolve straightforward issues.
- Perform data input whether relating to finance, staffing information, service usage or otherwise.
- To create, manage, process and manipulate data and information whether relating to finance, staffing information, customers or any other service requirements or eligibility criteria.
- To co-ordinate the receipt of information or returns, checking, collating and confirming as necessary.
- To undertake basic financial management processes including raising invoices, processing orders, assisting in closedown of year end accounts and resolving issues including unpaid bills and handling petty cash.
- To assist in the preparation and organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes of low-profile meetings.
- To co-ordinate office stationery, equipment and supplies maintaining records as appropriate.
- To book hotel accommodation and make travel arrangements as necessary.

Resource management:

- To act as Fire Warden for the building and undertake risk assessments as appropriate.
- Carry out checks and maintain records of fire drills, fire alarm tests, emergency lighting and legionella testing.
- To open and close premises as required.

Person Specification:

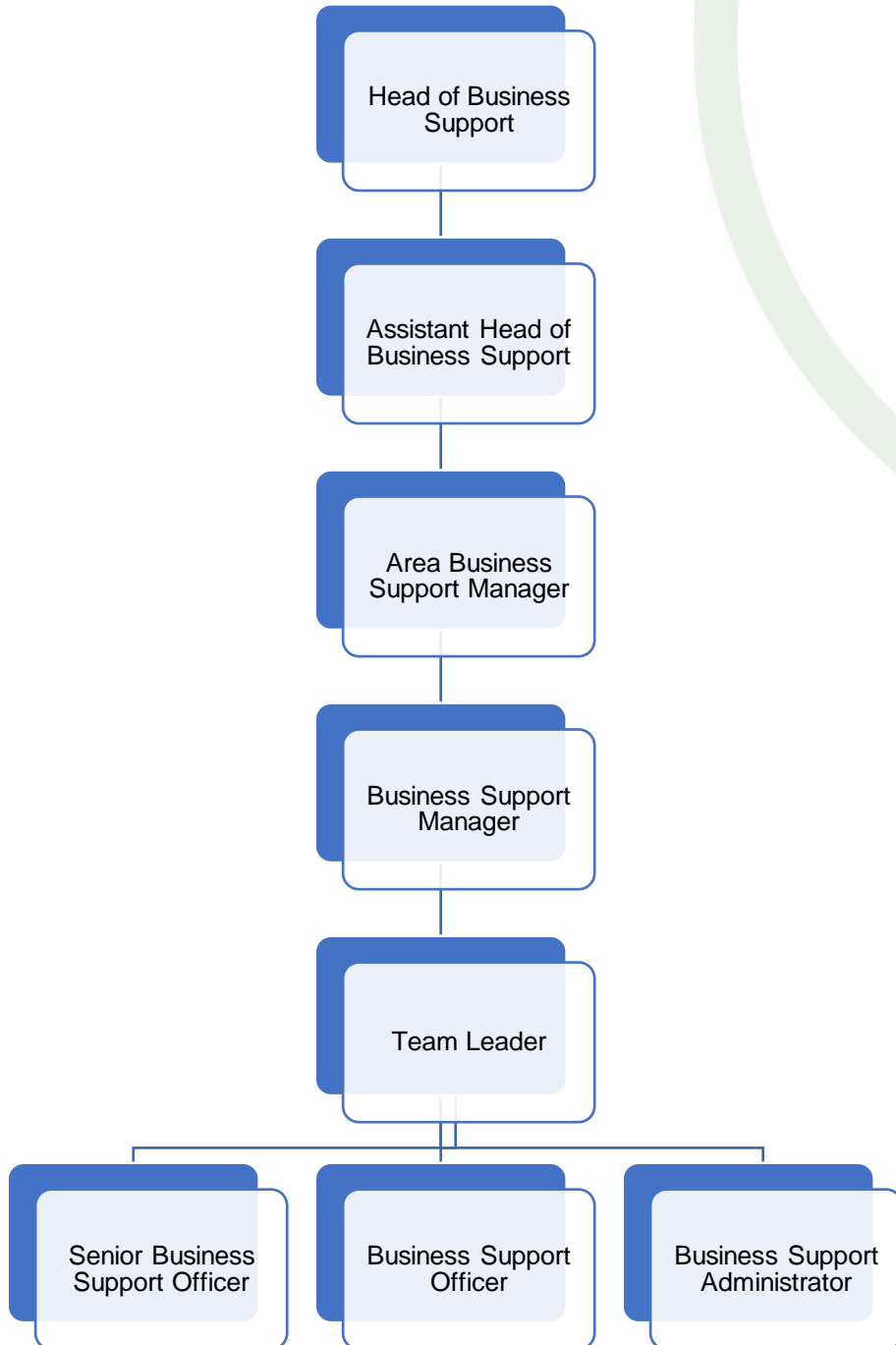
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge of using computer packages for communications and data input. • Good literacy and numeracy skills to Level 2 or equivalent • Experience of data input and data management ensuring accuracy and confidentiality. • Experience with using IT and common business support packages including word and excel. • The ability to converse at ease with customers and provide advice in accurate spoken English is only essential for some posts. 	<ul style="list-style-type: none"> • Knowledge of business processes relevant to the position. • Knowledge of the fire, health & safety and legionella procedures. • Knowledge of relevant NYC policies and procedures including those relating to safeguarding, data protection and confidentiality. • First Aid qualification. • Experience of note taking. • Experience of providing information to the public or customers using good communication skills. • Experience of using defined business processes and following guidance.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to store and retrieve information. • Ability to use a keyboard with speed and accuracy. • Ability to organise and present numerical data 	<ul style="list-style-type: none"> • Ability to produce an accurate record of a meeting discussion and actions. • Ability to use databases.
<p>Behaviours</p> <p>link</p>	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Able to provide support to services outside normal working hours, as required. 	<p>Ability to travel around the County and willingness to work flexibly including evening and weekends (only essential for some posts).</p>

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.

- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure





NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.