

JOB DESCRIPTION

Job Title	Business Support Assistant – CSC General Admin & Finance		
Directorate	Children and Families		
Reporting to	Business Support Officer		
Grade	15		
Evaluation ref:	AG0264	Job ref:	Family
Role purpose			
To provide administrative support in the CSC Admin & Finance team.			
Responsibilities			
<p>Demonstrate initiative, organising and prioritising skills in providing general administrative & finance support to the area social work teams primarily in financial areas including:</p> <ul style="list-style-type: none"> - payments to suppliers and carers - travel and hotel bookings for operational staff and service users in line with service requirements. - advice and support to Social Workers <p>Prepare and issue routine correspondence to carers, suppliers and organisations including payment queries, carer validation letters.</p> <p>Extensive validation of services to ensure payments to carers and suppliers are accurate and in line with current policies & procedures.</p> <p>Maintain a basic understanding of service activities in order to ensure work is prioritised appropriately and effectively.</p> <p>Prepare financial information for presentation/circulation as directed for example. commitment spreadsheets to inform decision making by operational managers.</p> <p>Work with accuracy to update and maintain Homefinders and LCS case management systems to input, extract and amend data and information. Use knowledge and experience of the process / system to identify potential errors and, within established criteria, make corrections or escalate for resolution.</p> <p>Use acquired knowledge and initiative to provide information and answer queries from clients, suppliers, carers, the public and staff. Within established criteria make judgements to provide responses and deal with issues as raised. Otherwise make an accurate record of query and refer to senior officers for resolution.</p> <p>Support practitioners and senior officers by undertaking routine housekeeping of IT systems, manual systems and equipment in accordance with laid down procedures. Ensure financial records are archived appropriately in line with corporate guidelines.</p>			

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Impact

Contacts & Relationships

- There is some interaction with service users, carers, community groups, elected members and external agencies to pass and receive information or deal with routine queries.
- Regular contacts occur with Business Support and social work colleagues to pass and receive information, to receive work instruction and to resolve operational problems.

Resources

Use approved systems, e.g. Microsoft Dynamics, LCS, LIFT respectively to prepare and process orders for goods and services. Process invoices for payment after certification by a senior officer. Raise invoices as directed.

The assignment has a responsibility for collecting/receiving of cheques/cash, the assignment holder will ensure the accurate receipt, processing and safe handling of the cash/cheques.

Take responsibility for the monitoring and safe keeping of office equipment and, on occasions, the belongings of clients.

The postholder is expected to have a particular understanding of the importance of data security in relation to all documentation sent to third parties and to adhere to all SC data security policies. Sensitive personal information must be managed with particular care when being sent by post, email or fax and when shared over the telephone and at meetings.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Insight into work carried out within Children's Services.		D	
Experience			
Some recent office based administrative experience.	E		
Confident with using systems and numbers.	E		
Confident in cash handling.	E		

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Experience/working knowledge of spreadsheets and/or databases.		D	
Previous experience of a financial role.		D	
Experience of using all Microsoft programmes including Microsoft Teams, D365 and SharePoint.		D	
Experience of work involving book keeping/reconciliation of finances/cash handling.		D	
Qualifications / Registrations / Certifications			
Educated to GCSE/O Level standard (Grade C/Level 4 or equivalent), including English and Maths.	E		
<ul style="list-style-type: none"> NVQ 2 or 3 in Administration Word processing qualifications Financial qualification 		D	
Skills			
Relevant IT skills to enable effective input, manipulation, retrieval and presentation of data and information.	E		
Articulate – ability to communicate clearly by email and phone.	E		
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	E		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: 22nd July 2024