

Role Title: Business Support Advisor		
• ROLE PURPOSE: To provide administrative support to team within the locality.		
Accountabilities	Measures of success	What you need to know
1. Providing effective support • Provide efficient day to day administrative support to team within the locality including. • Dealing with the post. • Ordering and maintaining stock levels and stationery. • Answering the telephone and passing on calls. • Typing and setting up documents such as letters and reports. • Keeping computer records up to date. • Maintaining office records and filing systems, including electronic systems. • Organising locality management meetings. • Administering group email boxes. • Using office equipment such as printers, photocopies and fax machines. • Making travel arrangements for managers within the locality. As you become more proficient in the role you may be given additional responsibilities such as the following. • Providing financial support service to specific teams, meetings or groups. • Administering business processes and procedures. • Providing meeting support including collating papers and taking minutes for locality management meetings. • Monitoring budgets including checking and banking money, issuing receipts, petty cash, processing invoices, maintenance of accounts etc. • Providing additional support as required e.g. research, reports, processing financial information and updating IT systems and databases. • Mentoring and guiding trainee Business Support administrative staff.	- Customer feedback - Effectiveness of support - Accuracy and timeliness of support. - Efficiency of systems and processes.	NVQ Level 2 in Business Administration, Customer Service or equivalent knowledge and experience. Good standard of literacy and numeracy. Experience of office and financial procedures. Good working knowledge of IT e.g. MS Word, Excel, Powerpoint, Outlook, etc. Effective communication skills across a range of contacts. Awareness of confidentiality and data protection requirements. Knowledge of administrative procedures e.g. financial, HR, operational, etc. Accurate keyboard and note taking skills.
2. Communicating • Drafting internal and external communications e.g. documents, promotional literature or presentations. • Advising colleagues on procedures and policies. • Use knowledge and expertise to improve administrative processes. • Administrative cover for team members.	- Feedback from customers and others - Personal effectiveness	
3. Customer Service • Provide efficient and customer focused first point of contact. • Provide information about your service area to internal and external customers. • Deal with customers via telephone calls personally or redirecting them as appropriate.	- Feedback from customers and stakeholders.	
4. Health, safety and wellbeing • Follow Company Health and Safety policies and procedures including carrying out Risk Assessments and completing Incident Reports. • Ensure that Health and Safety practices are maintained within the community. • Follow lone working procedures and policy.	- Number of near misses - Risk assessments - Monitoring of customer wellbeing - Number of referrals	How you act Person Centred - You display a Person Centred approach that promotes inclusion, rights, independence and choice. Partnership worker - You are aware of the key relationships and know how to access them.
5. Team working • Participate as a member of the Leading Lives team, supporting colleagues and working collaboratively in your locality to develop services involving customers and families in the process. • Attend and contribute to team meetings. • Work flexibly within the locality. • Undertake mandatory and essential training when required. • Work in line with Company policies and procedures. • Take ownership for own personal development.	- Feedback from team members/ line manager - Service improvements suggested - Contribution to service and team	Dignity and Respect – you adhere to principles of dignity and respect at all times Shows initiative – you come up with ways of improving how we do things. Team Worker - You work with others to deliver results and provide support. Willing to learn – you want to acquire new skills that will support you in your role. Flexible attitude – you are prepared to work flexibly to deliver the service.
Agreed by Job Holder..... Date.....		
Agreed by ManagerDate.....	Review due by	