



## Craven District Council

### Job Description

<b>Post Title</b>	<b>Business Support Assistant (Maternity Cover)</b>
<b>Grade</b>	<b>Scale 1/2 - 21 hours a week</b>
<b>Reports To</b>	<b>Senior Business Support Administrator</b>
<b>Responsible for</b>	<b>Providing a high-level administrative support across Council services</b>

#### Principal Duties and Responsibilities

The Business Support Assistant would assist the team in delivering a high level of administrative function across the Council.

Which is to:

- Provide administrative support to all Council Services
- Support the Corporate Leadership Team by setting up meetings, diary management and taking basic notes
- Provide reception support for Customer Services
- Responding to various individuals in a courteous, confidential, sensitive and efficient manner at all times
- Manage correspondence by answering emails and sorting mail
- Processing Local Land Searches
- Have responsibility for specific projects and tasks
- Administer Car Parking Permits
- Provide support to the Elections/Electoral Registration Team at specific times of year
- Provide admin support to the Chairman's Secretary which could include helping out at Civic functions
- Overseeing large mailouts, mail merging documents, envelope stuffing
- Support other services as when required, this may require working at other sites
- Ordering stationery and keeping check on stock, research and sourcing 'best value' suppliers
- Prepare meeting rooms, set up equipment and serve up refreshments
- General Housekeeping

### **Other Responsibilities**

- Contribute to team development and self -development in accordance with the Councils Performance Development Review procedure
- Contribute to the security and safety of the office environment

### **NOTE**

**The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.**

# Person Specification

## Business Support Assistant (Maternity Cover)

<b>Knowledge/Qualifications/Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
Level 3 in Business Administration or previous experience of working in an administrative role	E		Application form
<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
Good organisational and teamwork skills	E		Application form, Interview
Demonstrate the ability to keep calm in a pressurised environment	E		“
Able to complete work to a high standard of accuracy and presentation	E		“
Demonstrate sensitivity, discretion, tact and integrity	E		“
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
Experience of delivery of good level administrative support	E		Application form, interview
Excellent IT skills	E		“
Experience of databases and spreadsheets		D	“
Experience of attention to detail and prioritising own workload	E		“
Experience in working in Local Government		D	“
<b>Other Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
To be able to work on own initiative	E		Application form, interview
Good time management with the ability to work to strict deadlines	E		“
Be flexible and have an approachable manner	E		“
Has a pro-active 'can do' attitude	E		“
Can demonstrate experiences of problem solving/thinking 'outside the box'	E		“
Establish and maintain positive working relationships with colleagues, Members and customers.	E		“
Be able to work collectively as part of a team to achieve objectives.	E		“
Be a team player and step in to help colleagues where necessary and know that every duty is important to the employers reputation	E		“