

Business Support Assistant

Closing date: 11th January 2019
Interview date: 21st January 2019



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Applying for this vacancy

Please read the information in this document before you complete your application form.

You will need to make clear in your application form:

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on "Apply online". You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/applying-job/tips-online-applications>

Please note that if you apply online you can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

Any problems?

If you have any problems with your application, please contact the recruitment team on job.enquiries@bracknell-forest.gov.uk

If you experience any technical issues with your application, please contact the Jobsgopublic support team at support@jobsgopublic.com or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



Working within our busy and friendly team based at Time Square, Bracknell, you will undertake to provide comprehensive business support to a team of multi-agency professionals including Social Workers and Occupational Therapists. You will be an experienced administrator with strong IT skills and knowledge. You will be expected to input data accurately for which training will be provided on our in-house systems and take occasional minutes of meetings.

Experience of working in a busy office environment, you will have the ability to work under pressure and meet deadlines. Excellent telephone and message recording skills and the ability to relate with sensitivity and understanding to clients, staff and professional colleagues are as essential. With a flexible approach, you will have knowledge of work with the ability to apply yourself to detail. Experience of word and excel is also essential, as at times you will be requested to collate information from hospitals and deal with outside agencies to prepare important statistics, you will also need to be able to scan documents and have good knowledge of retention and destruction of records in order to archive documents.

This position is predominately based at Time Square but there may be times when you will be required to work at our outside establishments or for other teams within Adult Social Care, Health & Housing (ASCH&H). Knowledge of using our computerised systems – LAS, Smart Office and experience of working within a Social Care environment is desirable.

For further information, please contact Gail Ebdon on 01344 351460.

Job Description

Authority: Bracknell Forest Council	Department/Division: People's Directorate: Business Support Team for Adult Community & ICS/Hospital Teams
Job Title: Business Support Assistant	Grade/Salary Range: BG – I SCP 17 - 23

JOB PURPOSE:

To work as a member of the Business Support team providing comprehensive business support to People's Directorate: Adult Community & ICS/Hospital Teams & Business Support Team Manager

DESIGNATION OF POST & POSITION WITHIN DEPARTMENTAL STRUCTURE

Reports to the Business Support Team Manager.

Director of People's Directorate

Chief Officer: Adult Social Care

Head of Service for Adult Community & ICS/Hospital Teams

Business Support Team Manager

Business Support Assistant

(Has no supervisory/budgetary responsibilities)

MAIN DUTIES AND RESPONSIBILITIES

To provide business support to the Adult Community & ICS/Hospital and Business Support Team within the People's Directorate, and representing them at such meetings as Health & Safety, TS Facilities, Data Quality etc.

To support the service teams by undertaking a variety of tasks which may include minuting safeguarding meetings, dealing with routine correspondence and enquiries, dealing with incoming and outgoing telephone calls, maintaining of all records/archiving, scanning, blue badge telephone enquiries, carers administration, agresso requisitioners, Tell Us Once system, address gazetteer, data cleaning performance reports, LAS/Smart Office user and tester, to provide a comprehensive service covering a full range of typing, some of which may be of a highly confidential nature and many more duties.

To undertake administration duties in relation to this post and to demonstrate values and behaviours within the Business Support Team.

To ensure adherence to Health and Safety Regulations.

Such other duties as may from time to time are necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

SCOPE OF JOB (Budgetary/Resource control, Impact)

To support the Service Teams within People's Directorate: Adult Community & ICS/Hospital Teams & Business Support Team Manager

There is no Budgetary responsibility.

Person Specification

Job Title: Business Support Assistant	Department/Division: People's Directorate: Business Support Team
Authority: Bracknell Forest Council	

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications & Training	5 GCSE's (Grade C or above) or equivalent including Maths and English.	NVQ Level 2 or 3 in Administration or Business Administration.
Competence Summary: (knowledge, abilities, skills, experience)	<p>IT literate and competent in use of Word, Excel, Powerpoint and In-house systems LAS, Smart Office.</p> <p>Administration skills, letter writing, proof reading, telephone answering, maintaining computer based information.</p> <p>Minute/note taking skills and experience.</p> <p>Awareness of the importance of confidentiality</p> <p>Ability to work effectively within a team and to work using own initiative.</p> <p>Excellent telephone manner.</p> <p>Effective time management and attention to detail.</p> <p>Ability to work using own initiative.</p>	<p>Commitment to anti-discriminatory practice.</p> <p>LAS system</p> <p>Smart Office system</p> <p>Working within a Social Care environment</p>
Work-related Personal Requirements	<p>A flexible approach at all times.</p> <p>Able to work within a busy and demanding environment.</p> <p>Maintain a professional attitude at all times.</p>	<p>Health & Safety at Work knowledge.</p> <p>Knowledge of working within a Social Care environment.</p>
Other Work Requirements	Prepared to undertake training essential to carry out tasks required.	

About the Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

About Adult Social Care, Health & Housing at Bracknell Forest

Bracknell Forest is at the forefront of developing and delivering innovative services to vulnerable members of the community. What drives our highly regarded work is an underlying belief that every person matters, that everyone deserves the highest possible levels of care and support and that people deserve the opportunity to make choices that suit their individual needs. Finally, we recognise that what most vulnerable people need is the chance to live their lives as fully as possible without unnecessary intervention, but instead have access to appropriate support, assistance and rehabilitation.

At Bracknell Forest we believe passionately in our people who provide such vital services to vulnerable members of our community. This is no idle boast we invest heavily in learning and development, we are committed to multi-disciplinary working to help our teams deliver more effectively and feel a greater sense of achievement and recognition for their efforts. We have strong partnerships in place with PCTs and hospitals; we encourage our people to contribute ideas in regular informal and formal settings and we get our team members involved in decision making processes bringing their experience and front-line knowledge to bear influencing those decisions.

In addition to Adult Social Care, the wider department is also responsible for housing and benefit services as well as the new public health functions that are to transfer to Local Councils. This is further evidence of our ability to see people in their individual situations and to recognise that enabling support is within the wider context of the way in which people live their lives.

Location

Time Square, Market Street, Bracknell, Berkshire, RG12 1JD

Work Style / Parking

Your work style is "Fixed". This is primarily a desk bound role that requires the user to be in the office location for most of their working hours. Further details of the workstyles can be found in the Council's Flexible Working Policy.

There is very restricted parking at our town centre offices (Easthampstead House and Time Square). We are occasionally able to acquire additional car parking at other public town centre car parks. If you would like a car parking space we will place you on a waiting list when you start your employment with us. Please note there will be a charge for parking which will then depend on your salary and working hours. To find out more information about parking charges at Bracknell Forest Council visit <http://www.bracknell-forest.gov.uk/scale-of-car-parking-charges-in-town-centre-locations.pdf>

You can find out more about Town Centre car parks in Bracknell at <http://www.bracknell-forest.gov.uk/multistoreycarparks>

Alternatively, the bus and train stations are nearby.

Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

Staff Benefits

If in receipt of a hard copy of this application pack, please see additional sheet. For those viewing online please visit <http://www.bracknell-forest.gov.uk/workingforthecouncil>.

Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a permanent appointment subject to 1 month's notice on either side.

Offers of appointment are subject to satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service Check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

Salary

The salary will be within the local Bracknell Grade *BG – I. The grade range is £12,617 - £14,658 the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £403.38 per annum.

Car Allowance

This post carries a Casual Car User Allowance. Business miles are claimed at 45.0p per mile for the first 8,500 miles and 25.0p per mile thereafter.

Working Hours

Although your normal working week will be 28 hours, we understand the importance of a healthy work and lifestyle balance for our staff. Our flexible working scheme will give you some flexibility in your working day.

Whether you have an appointment, are waiting for a delivery at home or wanting to go to your son or daughter's sports day – there are always occasions that arise that you don't want to miss and just wish you could come into work late/ early. Using the flexitime system, you can take time off without using your annual leave.

Naturally we always need to maintain adequate cover – so you'll need to check the situation with your manager.

Holidays

The annual holiday entitlement is 115 hours plus bank holidays.

Annual holiday entitlement increases with length of service (10 hours extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

More about applying

References

On your application form you will be asked to provide the names and addresses of two people who will provide a reference. At least one should be from your current/most recent employer. If you are not currently working with vulnerable adults but have done so in the past it is important that a reference is obtained from the employer by whom you were most recently employed working with vulnerable adults.

Employment references must be provided by your current or most recent line manager and **will not** be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc

We take up references for all shortlisted candidates and wherever possible we like to apply for these prior to interview.

Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Positive about people with a disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

Working with Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure).

To find out more about the application process for working with adults at risk visit <https://www.bracknell-forest.gov.uk/applying-job/applications-work-children-young-people-or-adults-risk>

The Authority routinely checks with the Social Services department in the area of the appointed applicant to check whether they are known. By submitting an application to this post you will be giving consent for this request to be sent.

What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/applying-job/recruitment-process>