

JOB DESCRIPTION

WARRINGTON
Borough Council



DIRECTORATE: Families and Wellbeing

SERVICE: No Wrong Door

JOB TITLE: Business Support Worker

GRADE: 4

LOCATION OF WORK: Based at the No Wrong Door hub in Warrington

DIRECTLY RESPONSIBLE TO: No Wrong Door Deputy Manager

DIRECTLY RESPONSIBLE FOR: None

HOURS OF DUTY: full time and part time roles available

PRIMARY PURPOSE AND SCOPE OF THE JOB:

To provide high quality effective secretarial, administrative and case management support to the team at the No Wrong Door hub and to be responsible for undertaking specific tasks to ensure that the functions of the team are progressed efficiently within agreed timescales and according to defined procedures. To work proactively and to offer administrative support as required.

WORKING RELATIONSHIPS

Contact with the team and department members, other officers of the council, partner agencies and service users.

KEY TASKS AND ACCOUNTABILITIES:

1. To work with other team members to design and implement administrative procedures and processes that will meet the needs of the service
2. To collate, analyse and present management information in written, electronic or graphical formats to assist the team and hub managers to monitor referral trends and enable appropriate actions to meet targets and inform future service development. This will also include management of the No Wrong Door placement tracker.
3. To support any new developments, as required by the hub managers which may improve the efficiency of the team.

4. To identify problems by continuous review and make recommendations for improvements, so as to contribute to the achievement of the team's overall service objectives.
5. To liaise with partner agencies and others as required, on behalf of team and/or manager.
6. To take minutes of meetings, as required, and arrange for their distribution.
7. To support the hub managers, portfolio leads and other team members in preparing reports, letters, process plans, presentations. Including case management support.
8. To respond to enquiries, both verbal and/or in writing, using discretion in forming responses so that advice and information is consistent and given in accordance with agreed policies and within defined procedures.
9. To process orders and invoices for goods and services for the team in line with council directives (SAP)
10. To assist and participate in the induction of professional and other staff in the use of information and recording systems, general workplace orientation and work processes.
11. To undertake all duties with due regard to confidentiality and data protection regulations.
12. To carry out all duties with full regard to the Council's Equal Opportunities and Health & Safety policies.
13. To be committed to personal development in line with corporate requirements.
14. To undertake such other duties as may be allocated from time to time within the scope of the post, by the head of service, service and hub managers.

REVIEW ARRANGEMENTS

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

Date Job Description prepared/revised:

Prepared/revised by: Adele Robinson – February 2021

