


# GLPC Job Description

 <b>Brent</b>	<b>Job Title</b>	Business Support Officer (Travel Assistance)
	<b>Directorate</b>	Children, Young People and Community Development
	<b>Department</b>	Forward Planning, Performance and Partnerships
	<b>Grade</b>	Scale 6
	<b>Reports to</b>	Travel Assistance Manager
	<b>Staffing Responsibility</b>	None

## Job Purpose:

1. To provide efficient and professional day to day administrative support to the Travel Assistance Team and the Children, Young People and Community Development department.
2. To provide comprehensive administrative and business support to ensure the smooth operation of the Access to Education and Travel Assistance service and the department

## Principal Accountabilities and Responsibilities:

1. Acting as the first point of contact within the Travel Assistance Team, maintaining professional communications with internal and external stakeholders by taking responsibility for all post/telephone/email queries and handling them as appropriate.
2. Dealing with all administrative tasks required to ensure the department run smoothly, including financial procedures, such as raising purchase orders and invoices, processing client payments, in adherence to council financial procedures and processes.
3. Ensure service providers' queries are dealt with in a timely manner and be the link between internal departments and the provider.
4. Provide administrative support for panels and meetings across the department including scheduling, room bookings, sending notifications and invitations, preparing / circulating papers and taking accurate minutes.
5. Develop a professional relationship with internal and external stakeholders, providing administrative support and following up on queries / actions where necessary
6. Monitor shared mailboxes to ensure queries and requests are dealt with in line with statutory deadlines
7. Update and maintain spreadsheets, provide reports and assist in compiling information such as statutory returns
8. Prepare files for viewings by internal and external stakeholders in line with Data Protection
9. Identifying any potential issues with administrative processes and escalating to the Travel Assistance Manager.

10. Assessing any service complaints received and escalating to the Travel Assistance Manager where appropriate
11. Responsible for owning and proactively managing tasks to a successful conclusion whilst promoting the "Self Serve" ethos across departments.
12. Ensuring the sharing of best practice with peer groups as appropriate.
13. Compile scheduled and ad-hoc reports as required.
14. Ensure all electronic and paper records are kept up to date and set up new records where required.
15. Dealing with sensitive information in a highly confidential manner at all times.
16. Handling and reconciling of petty cash where required.
17. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
18. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
19. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
20. Undertake any other duties commensurate with the general level of responsibility of this post.

<b>DBS Status</b>	None required
<b>Politically Restricted</b> (delete as appropriate)	No

# Person Specification

<b>Specify the qualifications, experience, skills and abilities required on the basis of the Job Description.</b>	<b>To be identified by:</b> Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)
<b>Qualifications and Professional Membership requirements:</b> <ul style="list-style-type: none"> <li>Excellent standard of education including Maths and English at GCSE or equivalent.</li> </ul>	A / T / I
<b>Knowledge (please specify all essential criteria):</b> <ul style="list-style-type: none"> <li>Knowledge of standard Office packages e.g. Word, PowerPoint, and Excel.</li> <li>Good working knowledge of process required to meet legislation, policies and standards of Local Government.</li> </ul>	A / T / I  A / I
<b>Experience (please specify all essential criteria):</b> <ul style="list-style-type: none"> <li>Experience of following and adapting administrative processes to meet the service's needs.</li> <li>Experience of providing business support in a busy environment.</li> <li>Demonstrable experience of accurate and timely data input and data management ensuring accuracy and confidentiality.</li> <li>Significant experience of and competency in using standard Office Packages.</li> <li>Demonstrable experience of acquiring expertise and understanding of a business.</li> <li>Substantial experience of working in an information sensitive environment.</li> <li>Experience of using defined business processes and giving guidance on them to colleagues.</li> <li>Experience of minute taking</li> </ul>	A / I  A / I  A / I  A / T / I  A / I  A / I  A / T / I
<b>Skills and abilities (please specify all essential criteria):</b> <ul style="list-style-type: none"> <li>Competent in all standard office IT packages e.g. Word, PowerPoint, Excel</li> <li>Able to use information systems and databases to record service information and generate reports required by the service</li> <li>Ability to manage a complex and demanding workload and to prioritise tasks to achieve performance targets</li> <li>Ability to communicate effectively in oral and written form with a wide audience including Council staff, members of the public and outside organisations.</li> <li>Ability to identify and undertake rational solutions to complex tasks</li> <li>Actively look for ways of improving services and outcomes for customers.</li> <li>Highly organised with an excellent attention to detail.</li> <li>Strong time management and multi-tasking skills to meet tight deadlines</li> <li>Exceptional team player</li> </ul>	A / T / I  A / I  A / I  A / I  A / I  A / I  A / I  A / I