

# HALEWOOD TOWN COUNCIL

Job Description	
<b>Job title</b>	Business Support Assistant – Administration and Finance
<b>Accountable to</b>	Town Manager
<b>Grade</b>	Scale Point 5 - 6
<b>Responsible for</b>	N/A
<b>Date reviewed</b>	November 2024

## Purpose of the job

To provide efficient business and administrative support across Halewood Town Council.

To ensure that front office, reception and customer care is of the highest priority.

To assist the Town Council in meeting their objectives and priorities by working flexibly across all functions and services as required.

To meet the Town Council's values and priorities, in undertaking the main duties and responsibilities the post holder will be expected to display the relevant competency attributes for the role at the appropriate scale as outlined in the attached framework.

## Duties and responsibilities

### FINANCIAL PROCESSING

- Ensure the financial administration of Halewood Town Council is completed on a daily basis, as per the policies and procedures of Halewood Town Council, including:
  - Complete and forward requisitions on request.
  - Confirmation of delivery/receipt of goods or services received.
  - Invoicing: Input at invoicing stage ready for validation.
  - Payment of invoices once signed off.
  - Maintenance of financial records.
  - Support with the running of year end duties as required.
  - Contact and arrange quotes for providers.
  - Thorough knowledge of financial regulations including support of others in them.
  - Raise Sundry Debtors items in compliance with financial processes and .

### ACCOUNTS

- Accurate and timely record keeping of transactions using the relevant systems.

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- Compliance with financial procedure rules and Council policy.
- Simple query resolution.

### RECEPTION AND COMMUNICATIONS

- Handling calls in relation to own work/role.
- Provide cover to perform receptionist duties for team, greeting and receiving clients and visitors and handling cash as required.
- Thorough knowledge to redirect callers appropriately.
- Awareness of the area responsibilities and can redirect queries accordingly.
- Production of service specific written correspondence to customers/clients/partners.
- Assist with queries from colleagues, external agencies and members of the public as required.

### MEETING SUPPORT

- Note taking and circulation of notes at low level meetings as required

### RECORD KEEPING & INFORMATION MANAGEMENT

- Accurate data input relating to generic or Team specific processes including service wide or local management information systems.
- Comply with information security protocols and in compliance with the General Data Protection Regulations.
- Check relevant documentation in relation to role and the Town Council.
- Follow procedure for the disposal of confidential waste.
- Extract data from management information systems as requested.
- Facilitate production of management information as required.
- Working with a wide range of systems.

### ACCOUNTS

- Accurate and timely record keeping of transactions using the relevant systems.
- Compliance with financial procedure rules and Council policy.
- Weekly/monthly cash count to balance totals to transactions.
- Accurate balancing of account at every reimbursement, monthly as a minimum.
- Adherence to operational rules in accordance with Account Manager.
- Reconciliation of controlled stationery.
- Reconcile and file bank statements as applicable for Imprest account.
- Investigate and escalate discrepancies as appropriate.
- Support the Account Manager in secure holding of cash/cheques.
- Ensure thorough handover to others including full, accurate cash count and a formal record of handovers.

### IT – MICROSOFT PACKAGES

- Arrange meetings via Outlook; create distribution lists and all associated functions.

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- Mail merge.
- Create simple Excel spreadsheets to store data/information.
- Type and format accurate, complex reports to a high standard.
- Creation of simple PowerPoint slides to display information.
- Ability to utilise existing reports and other functions.
- Good working knowledge of additional service specific systems, packages, and web-based applications.

### Commensurate with grades

#### GENERAL RESPONSIBILITIES

- Undertake other appropriate duties determined by managers that are consistent with the grade and which contribute towards the achievement of the service objectives and the personal development of the individual.
- Dealing with requests for assistance from clients and where necessary handing on requests to appropriate person(s).
- Helping in the delivery of services on time and to customer satisfaction.
- Assist in developing procedures for the smooth administration of the team.
- Play a positive role in developing service culture and quality.
- To uphold equal opportunities in employment, in advice and in service delivery and comply with all requirements of the Health and Safety legislation and Council Policy, taking appropriate action where necessary
- Undertake Performance Review and Development, with line manager, identifying appropriate technical and personal targets.
- To ensure that safeguarding practices of adhered to, the relevant training is undertaken and promotes the welfare of children and young people and vulnerable adults

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

### Health and safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger?

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction, or interference,
- Report actual or potential security incidents.

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## Additional Requirements – Business Support Assistant, Finance

- To have, or be willing to gain, within 12 months, a registered Finance Qualification such as AAT levels 2 and 3.
- or
- To have, or be willing to gain, within 12 months a FILCA or CILCA qualification.

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Person Specification			
<b>Post title</b>	Business Support Assistant	<b>Grade / Salary</b>	5 - 6

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
<b>Skills, knowledge, experience</b>		
S1	Experience of completing administration duties e.g., telephone skills, photocopying, , filing, minute taking, arranging meetings, reception, cash handling.	CV/SS
S2	Aware of, and able to use, the range of technology available within the workplace, including Microsoft, Teams, SharePoint and service specific applications.	CV/SS
S3	Ability to understand and follow set procedures	I
S4	Ability to think through and adapt a clear and appropriate approach to planning, prioritising, and organising work, to make the most efficient use of time and other resources.	I
S5	The ability to respond positively to changing circumstances and being flexible enough to work with a variety of tasks, situations, individuals, locations and adaptable to enable cover to be provided.	CV/SS/I
S6	Working co-operatively with others, within your own team and across the organisation, for the delivery of common organisational goals.	CV/SS/I
S7	Ability to work with minimal supervision	I
<b>Personal attributes and circumstances</b>		
P1	You must adhere to expected staff qualities including; Integrity, Accountability, Communication and Respect	I
<b>Communication</b>		
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people's points of view.	I
C2	Good verbal and written communication skills.	CV/SS/I
<b>Qualifications</b>		
Q1	NVQ Business Administration	CVSS, /I/, C

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test