

Job Description

Business Support Officer

Service:	Education & Children's Services Business Support	Team:	Central Team 5 - Fostering
Location:	Preston – County Hall		
Salary range:	SCP 4-6	Grade:	4
Reports to:	Central Area Team Leader - Team 5	Staff responsible for:	N/A

Job Purpose

To provide high-quality administrative and business support to the Fostering Service, ensuring the effective and efficient delivery of services to foster carers, professionals, and partners. The role supports a range of operational activities including communication, data management, and administrative processes within a sensitive and confidential environment.

Accountabilities/Responsibilities

Key Responsibilities

Administrative & Business Support

- Provide comprehensive administrative support to the Fostering team.
- Maintain accurate records, databases, and filing systems (both electronic and paper-based).
- Prepare standard correspondence, reports, and documentation to a high standard.
- Input, update, and extract data from corporate systems as required.

Communication & Customer Service

- Act as a first point of contact for enquiries from foster carers, professionals, and partner agencies.
- Respond to telephone, email, and written enquiries in a professional and timely manner.
- Signpost enquiries to appropriate services where necessary.
- Ensure confidentiality and sensitivity when handling information relating to children, families, and carers.

Financial & Resource Support

- Assist with ordering goods and services in line with procurement processes.
- Support invoice processing and financial administration where required.

Data & Performance

- Support the collection, collation, and reporting of service data.
- Ensure data is accurate, up to date, and compliant with data protection requirements.
- Assist in the preparation of performance information and returns.

General Responsibilities

- Work flexibly to support the wider business support function as needed.
- Contribute to team working and continuous service improvement.
- Undertake other duties appropriate to the grade as required.

Other

- On occasions may have to attend meetings to take notes of the meeting
- Flexibility is essential to provide support within Education and Children's Service Business Support as and when required which could include working from a different location

- **Working arrangements**

We are currently working a combination of home and office working; therefore, you will be required to have a suitable confidential working space within your home and broadband connection. If you are unable to provide a suitable homeworking environment, you will be required to work from your office base or nearest suitable office location for your none-office working hours.

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

Business Support Officer

All the following requirements are essential unless otherwise indicated.

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessments.

Please note – (A) will be assessed on the application form and (I) will be assessed in the interview.

Qualifications
* 4 GCSE's A-C or 4-9 including English and Maths or equivalent academic qualification (A)
Experience
Essential - Experience of providing administrative or business support in a busy environment (A) (I) - Experience of handling customer enquiries (A) (I) - Experience of managing data and maintaining accurate records (A) (I) Desirable - Experience of administrative processes, including ordering and invoice processing (A) (I) - Experience of using electronic case management or document management systems (A) (I) - Experience of supporting meetings, including preparing documentation and/or taking notes (A) (I)
Essential knowledge, skills & abilities
Essential - Good administrative and organisational skills (A) (I) - Ability to manage workload and prioritise tasks effectively (A) (I) - Strong written and verbal communication skills (A) (I) - Ability to work independently and as part of a team (A) (I) - Ability to use initiative and judgement within defined procedures (A) (I) - Ability to deal professionally with a range of stakeholders (A) (I) - High level of accuracy and attention to detail (A) (I) - Competent in Microsoft Office (Word, Excel, Outlook) (A) (I) - Ability to handle sensitive information with discretion and maintain confidentiality (A) (I) - Ability to maintain structured filing and record systems (A) (I)
Other essential requirements
- Commitment to equality and diversity. - Commitment to health and safety. - Display the LCC values and behaviours at all times and actively promote them in others. - Commitment to participate in training appropriate to the role - Flexibility is essential to provide support within Education and Children's Service Business Support as and when required which could include working from a different location

