

Lancashire County Council

Grade Profile

Job Title: Business Support Officer

School Attendance Legal Team

Grade Profile (Grade 4)

Applies to all posts at Grade 4

Service:	Education Improvement	Team:	Access to Education
Location:	Hybrid working/Office base Chorley		
Salary range:	SCP 4 - 6	Grade:	4
Purpose			
To apply practical methods, techniques, work procedures or processes in support of, or delivery of the service.			
Scope of Work			
Operating in a range of working environments, role holders will undertake a variety of standardised procedures and use associated tools and equipment. Personal initiative will be required within the confines of the role.			
Accountabilities/Responsibilities			
▪ Plan and organise straightforward tasks ▪ Exchange varied information with members of the public and other staff ▪ Handle and process information ▪ Provide general information, advice and guidance on established internal procedures ▪ Limited accountability for monitoring/recording financial resources ▪ Provide limited support and guidance as required to other members of staff ▪ Provide general and technical legal administration support to the School Attendance Legal Team ▪ To process applications from schools for legal intervention in relation to school non-attendance. ▪ Administration of penalty notices and associated payments/non payments ▪ Respond to queries from schools and members of the public – via email and telephone ▪ Access and update information on case recording and management information systems ▪ Manage incoming electronic correspondence ▪ Administration of meetings – including taking minutes			
Skills, Knowledge and Experience			

- Previous relevant experience or the ability to demonstrate the competence/capacity to carry out the job.
- Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Completion of tasks to required standards and deadlines.

Lancashire County Council Person Specification (Grade 4)

School Attendance Legal Team

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A)/Interview (I)/Test (T)
Qualifications:		
4 GCSEs or equivalent	E	A
Legal qualification and/or training	D	A
ICT qualification	D	A
Experience:		
Use of Microsoft Office software (for example Word, Excel, Outlook and Teams)	E	A/I
Use of specialised software systems	E	A/I
Direct work with members of the public	D	A/I
Handling confidential/sensitive information	D	A/I
Working accurately to deadlines	D	A/I/T
Working with legal processes	D	A/I
Knowledge and Skills:		
Excellent written communication skills	E	A
Excellent verbal communication skills, including ability to manage difficult phone calls	E	A/I
Ability to work as member of a team	E	A/I
Ability to work with only limited supervision	E	A/I
Demonstrably good ICT skills	E	T
Knowledge of the legal frameworks relating to school non-attendance	D	A/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I