Lancashire County Council

Post title: Business Support Officer 4					
Directorate: People Services			**Location:**	Preston County Hall/Home Working	
Establishment or team:	People Hub – Operational Support team			**Post number:**	
Grade:	Grade 4	**Staff responsibility:**	No	**Essential Car user:**	No

Scope of Work – appropriate for this post:

The position is situated within the Operational Support Team; the post holder will be required to work under limited supervision. Responsibilities encompass the maintenance, updating, and extraction of information from systems and databases. This may entail the generation of financial and management reports, as well as providing general advice and guidance to the public, officers, or service users. Furthermore, it may necessitate proficient utilisation of advanced text processing, spreadsheet, and IT skills across various software platforms.

Accountabilities/Responsibilities – appropriate for this post:

- Management of agency requests for Older People & Childrens Residential homes, send out shifts for the homes to different agencies.
- Approve and check timesheets.
- Action any discrepancies found on the timesheets i.e.; shift not on the system, difference in finish times
- Create monthly orders for the care homes
- Create orders for ad hoc requests
- Send CVs to managers to review
- Send out placement extensions monthly, and chase managers if they do not respond in a timeframe
- Be on hand to look after other homes if an absence occurs
- Answer any queries regarding Comensura
- Chase any outstanding timesheets that need paying.
- Helping agencies who are struggling with submitting timesheets, or are having issues with order numbers i.e.: not being able to submit workers to an order number
- Records management (manual and electronic), including maintenance, retrieval and research
- Assisting with the collection and collation of statistics, data, financial information for agency usage and/or other management information
- Respond to and resolve where appropriate, telephone, face to face and emails generated by the service
- Liaison with others to ensure timely information

Additional Supporting Information – specific to this post:

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It will inevitably change. You will be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management.
This position supports the business of the People Hub – Operational Support team to deliver an effective and efficient service. It involves working closely with other team members and helping the work across different teams in the service.

Working arrangements - the expectation for People Services is for all team members to spend 40% of their time working from an office base. Working arrangements will be discussed and agreed with your line manager.

Prepared by:	Kelly Cree-Hull	**Date:**	29/10/2026

The above form sets out the area of work in which duties will generally be focused and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

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 co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus
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.

Skills Pledge
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification

Post title: Business Support Officer 4	**Grade:** Grade 4
Directorate: Corporate Services	**Post number:**
Establishment or team: Skills Learning & Development	

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
4 GSCE's or equivalent inc English	E	AF
NVQ in Business and Administration or equivalent	D	AF
Experience		
Administrative experience within a service delivery/customer focussed environment	D	AF/I
Experience of using ICT based packages (e.g. MS Office)	E	AF/I
Experience of maintaining computerised and manual records	D	AF/I
Knowledge and skills		
Ability to prioritise and organise workload to meet required timescales and levels of accuracy with minimal levels of supervision	E	AF/I
Ability to work as part of a team	E	AF/I
Ability to communicate clearly and concisely with customers and colleagues both orally and in writing	E	AF/I
Excellent ICT skills including use of MS 365	E	AF/I
Ability to embrace change and apply to working practices	E	AF/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
4. Commitment to attendance at work	E	I
5. Commitment to ongoing personal and professional development	E	I

Date:
29/10/2026

Note: We will always consider your references before confirming a job offer in writing.

Lancashire County Council
Combined Role Profile

Grade Profile - Grade 4 – Support Roles

Applies to **all** posts at Grade 4

Purpose
To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.

Scope of Work

Role holders will undertake a range of standardised procedures and use associated tools and equipment. Personal initiative will be required within the confines of the role.

Accountabilities/Responsibilities

The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role.

- Plan and organise straightforward tasks; or
- Exchange varied information with members of the public; or
- Carefully use very expensive equipment; or
- Handle and process considerable amounts of information; or
- Instruct, and check the work of, others; or
- Provide general information, advice and guidance on established internal procedures.

Skills, knowledge and experience

- Previous relevant experience or the ability to demonstrate the competence 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.