

Job Description

Business Support Officer

Service:	Education Improvement	Team:	Lancashire Music Service
Location:	Preston		
Salary range:		Grade:	4
Reports to:	Team Leader	Staff responsible for:	None

Job Purpose

- Provide high-quality business, financial and administrative support to Lancashire Music Service, ensuring the efficient delivery of services to schools, parents, pupils, teachers and partners.
- Deliver a broad range of business support functions, including customer service, financial administration, timetabling support, recruitment administration, payroll support and data management.
- Support the effective operation of the service through proactive problem-solving and the use of initiative.
- Contribute to continuous improvement activities to enhance service delivery and customer experience.
- Promote and support efficient, effective, and consistent ways of working across the service.
- Assist in the development, review, and implementation of business processes and administrative procedures.
- Create and maintain clear process documentation, guidance notes, and standard operating procedures.
- Identify opportunities to improve efficiency, consistency, accuracy, and service resilience.
- Support the development of innovative and digital ways of working to improve business outcomes.
- Work collaboratively with colleagues, customers, and stakeholders to deliver a responsive and customer-focused service.

Accountabilities/Responsibilities

The post holder will undertake a range of functions that could include the following:

- Liaising with external and internal customers including parents and schools.
- Respond to and resolve telephone, email, face-to-face and written enquiries in a professional and timely manner.
- Manage and prioritise a varied workload to meet deadlines and service requirements with supervision as required.
- Support the administration of Lancashire Music Service activities and programmes.
- Updating information on all areas of SpeedAdmin System (Music Service CRM).
- Respond to and resolve, where appropriate, telephone, face to face, email and postal enquiries generated by the service.
- Ability to multi-manage different streams of work daily.
- Maintaining accurate manual and electronic records and filing systems and records.
- Maintain, update, and extract information from service databases and ICT systems, including SpeedAdmin and other business systems.
- Assisting with duties in relation to accurate and timely payments and maintenance of data financial systems.
- Administering financial processes such as raising orders, journal transfers, processing invoices, issuing receipts, reconciliations or similar.
- Assisting with the collection and collation of statistics, data or other Management Information.
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- Support the administration and coordination of pupil lesson timetables and school contracts.
- Take minutes and maintain accurate records of meetings.
- Develop and review administrative processes and working practices to identify opportunities to improve efficiency, effectiveness, and customer experience.
- Promote and support digital ways of working across the service.

Other

- Work collaboratively with colleagues across Lancashire Music Service and wider council services.
- Undertake any additional duties to commensurate with the grade of the post.
- Demonstrate flexibility and adaptability to meet changing service needs.

Person Specification ***Business Support Officer***

All the following requirements are essential unless otherwise indicated by *

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 assessment(s).

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 & Math's or equivalent academic qualifications - *
Experience
• Experience working in an administrative or business support environment. (A) (I) • Experience of working with customers internal and/ or external either face to face, phone or written (A) (I) • Business Support experience and office routines, shared inbox maintenance, file management, telephone/ written communication and message taking (A) (I) • Experience of using a range of ICT systems including Microsoft packages (A) (I) • *Experience of using bespoke customer relationship management software (CRM's) such as Speedadmin (A) (I) • Experience maintaining accurate records and databases. (A) (I) • Experience of maintaining financial records and processing orders and invoices (A) (I) • *Using an electronic records management system (A) (I) • *Experience of minute taking (A) (I)
Essential knowledge, skills & abilities

- Knowledge of and ability to work with various ICT systems, including Microsoft Outlook, MS Teams, Excel and Word. (A) (I)
- Ability to work flexibly around the needs of the service as well as using your own initiative. (A) (I)
- Excellent customer service skills. (A) (I)
- Strong verbal and written communication skills. (A) (I)
- Ability to manage a varied workload and prioritise effectively. (A) (I)
- Good organisation skills and attention to detail. (A) (I)
- Ability to work accurately and methodically. (I)
- Ability to use own initiative to identify issues, problem solve and implement solutions. (I)
- Ability to analyse information and identify practical solutions to problems. (A)(I)
- Ability to develop and maintain clear administrative procedures and guidance documents. (A) (I)
- Ability to prioritise workloads and work to deadlines. (A) (I)
- Ability to work as part of a team and independently as required using initiative. (A) (I)
- Ability to respect sensitivity and maintain confidentiality of information. (I)

Other essential requirements

- Commitment to equality and diversity. (I)
- Commitment to health and safety. (I)
- Display the LCC values and behaviours at all times and actively promote them in others. (I)
- Commitment to delivering high-quality customer-focused services.(I)
- 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. (I)