

Job Description

Business Support Officer

Service:	Education & Skills	Team:	Lancashire Music Service
Location:	As Advertised		
Salary range:	As Advertised	Grade:	3
Reports to:	Acting Deputy Head of Service	Staff responsible for:	None

Job Purpose

Post holders will be expected to:

Assist the Head of Centre and be responsible for undertaking the front of house duties, ensuring students are registered in and out of the centre on a weekly basis, maintaining medical records, registers and any other administration tasks set by the Head of Centre.

Believe

We can make a positive difference to the lives of children and young people.

Our values:

- The role of parents, carers and all who have a parenting responsibility
- What children, young people and their families want to tell us
- The power of people working together to achieve common aims
- Good public service
- The richness of our diverse communities and cultural heritage
- The essential contribution education and learning make in improving lives of children and young people
- The creative contribution made by children and young people to their communities

Lancashire music service has several music centres operating throughout Lancashire and the function of the organisation is to provide learning opportunities for children and young people in the musical environment. We seek to fulfil this by providing tuition to pupils in school and through our music centre outlets.

Accountabilities/Responsibilities

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

- Registration of pupils/students on a weekly basis when entering and leaving centre
- Recording of accurate information
- Maintaining manual and electronic records
- Maintaining a record of centre activities
- Maintaining records of staffing information
- Liaising with external and internal customers
- Maintaining public information boards
- Provide in person support if required at other LMS Music Centres across the county
- Support the wider LMS business support team with administrative tasks

In addition to the accountabilities/ responsibilities described above the post holder may be required to undertake additional or equivalent tasks as appropriate.

Other

- **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.

If appropriate there would be the opportunity to complete First Aid at Work training.

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 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).

Qualifications
• 4 GCSE/GCE 'O' levels (Grade A-C) including Maths
Experience
• Customer service facing role • General clerical experience • IT Experience on Microsoft Excel* • Experience of using an iPad*
Essential knowledge, skills & abilities
• Good oral communication skills • A positive approach to customer service • Being flexible • Ability to use own initiative • Organisational skills • Ability to work with minimum of supervision • Supporting the Head of Centre as required
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. • This role will require an enhanced DBS check