

Job Description & Person Specification



Job Title	Business Support Officer
Division/Location	Barnsley Norse, 8A Redbrook Business Park
Reporting to	Business Manager
Weekly Hours	40 Hours Monday to Friday
Grade/Salary	£22,474.84

Job Description
<p>The Role:</p> <p>To provide efficient and high quality administrative support to operational management and the business ensuring the service provided always reflects the needs of the business and all agreed outcomes are achieved.</p>
Main Responsibilities
<ul style="list-style-type: none"> • Assist Area Operations Managers with the administration and coordination of the staff recruitment process (Kallidus). • Co-ordinate the processing of staff new starter, termination and contract variation documentation in a timely manner. • Weekly collation and checking of employee timesheets for submission to central Payroll for processing ensuring all deadlines are met. • Liaison with employees, Human Resources, Payroll and Management staff on queries regarding employee contract information. • Record employee DBS (Disclosure and Barring Service) checks and co-ordinate renewals • Log and process Special Leave and Term Time holiday requests. • Take phone calls and record all staff absence notifications and Medical Certificates • Organise staff training as and when required . • Maintain staff training records ensuring the training matrix is always updated • Periodic auditing and updating of all electronic files and folders to ensure all data held is current and easily accessible. • Plan and prioritise workloads in order to achieve short term outcomes and priorities. • Assist the Business Manager to ensure that the service provided always reflects the needs of the business and that all agreed outcomes are achieved. • Manage the issue and updating of individual customer Service Level Agreements. • Ensure all duties are undertaken with due regard and compliance with the General Data Protection Regulation (GDPR) and other legislation . <p>Other Duties</p> <p>The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.</p>

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We will focus on the delivery of high standards in all that we do.

Innovation – We will have the courage and commitment to embrace new ideas and support different ways of working to ensure our services are delivered in the most effective way possible.

Respect – We will aim to listen and fully understand what is required of us by the people, organisations and communities with which we work.

Trust – We will be transparent, accountable and take ownership of our responsibilities.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Competent in use of Microsoft Office software (Word, Excel, Outlook etc) and information databases	Essential	AF
	NVQ Level 3 or equivalent training in business administration	Desirable	AF/I
Experience	Experience of undertaking HR/Payroll administrative duties	Desirable	AF/I
	Experience using electronic data base systems	Desirable	AF/I

Approval/Review Date			
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Approved by HR Director:		Date :	

Skills/Abilities	Excellent communication skills both written and verbal	Essential	I
	Shows awareness of goals and standards, follows through to ensure that quality and productivity standards are met	Essential	I
	Able to prioritise workload under pressure	Essential	I
	Able to manage own workload	Essential	I
	Positive approach - maintains effective work behaviour in the face of setbacks or pressure	Desirable	I
	Able to adapt quickly to undertake work in new ways as required	Desirable	I
Other Requirements	None	N/A	N/A

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Agreement

Employee Name:

Date:

Approval/Review Date

Approved by Operations Director:

Date
:

Approved by HR Director:

Date
:

Employee Signature:

Approval/Review Date

Approved by Operations
Director:

Date
:

Approved by HR Director:

Date
: