

## JOB FAMILIES ~ Customer Services – Children Centre Business Support Officer

### Level descriptor – Level 4 (JG4)

<p><b>Role purpose:</b> Required to carry out a range of more complex activities working within existing procedures and routines with limited supervision. Roles at this level will require a broad knowledge and understanding of the work processes in the Children’s Centres, Family Hubs and Libraries. The post holder will resolve problems and queries, escalating the more complex to others. The postholder will demonstrate excellent customer care skills to all service users to maintain a quality public environment.</p>	
<p><b>Typical activities</b></p> <p>Provide information to members of the public, partner agencies, colleagues and volunteers on a range of subjects within a specific area of work to encourage and help access to and understanding of amenities, services or information.</p> <p>Responding to customer queries and signposting and referring where necessary. Sometimes dealing with unexpected and challenging situations.</p> <p>Input and maintain records of applications, maintain and organise stock or materials and information available to the public and colleagues, and administer processes to ensure it is accessible within a fair and inclusive system.</p> <p>Promote the services available to the community or individuals and engage with them in order to make greater use of the facilities, materials or services provided.</p> <p>Use and maintain equipment and systems required for the delivery of the service.</p> <p>Input and maintain record keeping processes in line with North Somerset Council's information governance policy.</p> <p>Contribute to the planning and delivery of a range of activities and services to achieve particular defined outcomes, including inspection requirements within the service areas.</p> <p>Undertake promotion and monitoring of specific activities and programmes under the guidance of senior colleagues and/or within statutory frameworks.</p> <p>Assist in preparing reports and management information for further action by others.</p>	<p><b>Knowledge, skills &amp; experience</b></p> <p>NVQ level 2 or equivalent in literacy and numeracy</p> <p>NVQ level 2 or equivalent practical work experience to achieve the qualification in technical skills relating to the service area.</p> <p>Practical work experience to give a thorough understanding of the processes and practices required to ensure safe systems of work.</p> <p>Awareness and general understanding of the service area technical protocols, regulations and relevant legislation to include information sharing, health &amp; safety, confidentiality and data protection, information governance.</p> <p>Ability to work and engage with all customers and possession of good customer care skills.</p> <p>Experience of working with computers and technology and ability to use databases, the Internet, e-mail and software packages including Microsoft Office.</p> <p>Awareness, understanding and commitment to North Somerset Council's Equalities Scheme</p> <p>A demonstrable interest in the service areas.</p> <p>Prepared to undertake or hold a qualification/license, where legally required to operate specialist equipment, e.g. Mobile Library Driver / Assistant requires LGV C licence and CPC evidence.</p> <p>Ability to respond appropriately to challenging and difficult situations.</p>

<p>Assist in the preparation and delivery of schemes or activities and contribute to evaluating or monitoring their impact on enhancing the services available to the community.</p> <p>Apply technical knowledge to develop, process and deliver a range of activities within an agreed framework and support customers through assistance with ICT systems.</p> <p>Communicate with colleagues, other partner agencies and members of the local community through verbal reports and keeping records of site visits and technical activities completed in accordance with procedures and guidelines.</p> <p>To handle cash and other receipts and undertake or assist with recording and balancing accounts as required.</p> <p>On occasions supervise colleagues and/or volunteers.</p> <p>Maintain a quality, welcoming and safe environment including facilities management. 'Dealing with access and building issues that arise and resolve problems accordingly'</p> <p>Play an integral role in supporting the children centre and Family hub teams in an Ofsted Inspection'</p> <p>A range of administrative tasks including note taking, organising diaries and booking of facilities</p> <p>On occasions to work evenings or weekends, dependant on main job role and in consultation with line manager</p>	<p>Ability to prioritise and meet deadlines.</p> <p>Ability to work flexibly using own initiative.</p> <p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• Assessment of safe work environment</li> <li>• Inspection outcomes</li> <li>• impact evaluation of activity or contact with customers</li> <li>• quality of records,</li> <li>• Achievement of appropriate level of qualification</li> </ul> <p>Feedback from colleagues and the general public Key Performance Indicators (where available) Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team consensus <u>Outcome focused</u> ~ delivers customer focused services <u>Problem Solving &amp; judgment</u> ~ confident in making decisions within guidelines <u>Planning &amp; Organising</u> ~ prioritises what is important in line with team &amp; service goals <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on theirs. Understands of the importance of following rigorous financial systems.</p>

	Equality of Opportunity – supports a culture of inclusivity and diversity Culture – inclusive, welcoming, can do, flexible, community focused, non-judgmental, creative, working on initiative.
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**Equality and Diversity**

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

**Health and Safety**

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council’s policies and procedures and our local safe systems of work and emergency arrangements.

**Continuous Development**

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.