



<b>Job Title:</b>	Business Support Assistant
<b>Grade:</b>	Training for Employment
<b>Section:</b>	Social Investment
<b>Reports to:</b>	Training for Employment Team Leader
<b>Responsible for:</b>	None

### The Job

Is to:

- provide the identified WDH department with Administrative and Clerical Support in line with the specified Team Plan; and
- undertake self-development progression to achieve work skills, self-confidence and employment objectives.

### The Bigger Picture

You will:

- commit to a placement within a WDH office-based team. The placement will provide suitable experience to learn aspects of office administration, enabling you to secure further employment not restricted to WDH;
- You will have a desire and commitment for supported self-development.
- Be aware of and comply with organisational policies and procedures.
- ensure that all work is compliant with WDH's approach to equal opportunities, data protection, and confidentiality; and
- carry out any other reasonable duties as directed by team leader / manager that is appropriate to the overall purpose of the programme.

### The Day to Day

You will:

- contribute to the efficient running of the selected Office Team.
- deal courteously and efficiently with enquiries from employees, suppliers and members of the public, in person, on the phone and electronically.
- fully engage in a range of training WDH training modules which comprise Health and Safety training and eLearning.
- carry out electronic scanning, filing and photocopying.
- provide accurate data entry operating in house systems.

- prepare documents and letters operating Microsoft Systems such as Word and Excel;
- support WDH's Vision and Corporate Objectives;
- be aware of and comply with organisational policies and procedures;
- be prepared to work across all parts of the WDH Wakefield district as required;
- work with other WDH teams and sections as required; and
- provide Customer Service Excellence to all WDH customers when undertaking your duties;

### Personal Contacts:

**Internal:** All employees

**External:** Suppliers, other agencies and members of the public

### The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
<b>Qualifications &amp; Training</b>				
A qualification (or working towards) at Level 2 of the Qualification and Credit Framework, such as GCSEs Grades 9-4 (A-C) or Award, Certificate or Diploma or equivalent	✓		AF/CQ	✓

<b>Determination</b>				
Ability to follow instruction	✓		AF//SWAPS	✓
Effective organisational skills.		✓	AF//SWAPS	
Experience of communicating effectively.		✓	AF//SWAPS	
Capable of providing a high standard of service to internal and external customers.		✓	AF//SWAPS	

<b>Nous</b>				
Basic knowledge of ICT and ability to use a variety of software packages including Microsoft Office.	✓		AF//SWAPS	✓

Able to communicate effectively, face to face and on the telephone.	✓		I/SWAPS	
Awareness of GDPR legislation		✓	AF/I/SWAPS	
Awareness of Health and Safety Policies and Procedures		✓	AF/I/SWAPS	
Awareness of office administrative duties.		✓	AF/I	

<b>Attitude</b>				
Have a positive, committed mindset	✓		AF/I/SWAPS	✓
Able to understand and carry out instructions	✓		AF/I/SWAPS	✓
Able to work as part of a team and on own initiative	✓		AF/I/SWAPS	✓
Have a commitment to Training for Employment development initiatives		✓	AF/I/SWAPS	

**Key**  
**SWAPS**      **Sector Based Work Academy Programme**  
AF -      **Application Form**  
I -      **Interview (this may include a presentation and occupational test where appropriate)**  
CQ -      **Certificate of Qualification**  
R -      **References**