

## BUSINESS SUPPORT ASSISTANT

### Duties, related work and behaviour and hours of learning

<b>Proposed duties</b>	<b>Areas of work/understanding/behaviour</b>	<b>Hours of learning</b>
Organising, supporting and co-ordinating business activities, under direction, to meet agreed targets	Organising, supporting and co-ordinating meetings (7), travel and accommodation (14), diary systems (7), mail services (7), research activities (21).	56 (13%)
Collaborating with others within the organisation to achieve positive work outcomes	Carrying out team working (14), developing and maintaining working relationships (10) and 'buddying' a colleague (14).	38 (9%)
Preparing and distributing business data and documents to support the achievement of agreed work outcomes	Using software packages (21) to input and present data (14) and to support the development of reports and business documentation both electronically and paper-based (21).	56 (13%)
Use a range of effective communication and interpersonal skills to reflect the 'culture' of the organisation	Using verbal, non-verbal and written communication (14) and communicate electronically using e-mails (10) and social media (28).	52 (12%)
Carrying out work activities to support the work of the organisation	Maintaining stock and stationery supplies (10), using office equipment appropriately (10) and using telephone systems (7).	27 (6%)
Carrying out work activities in line with in-house requirements and wider business etiquette	Promoting professionalism and the organisation's image (10), conforming to organisational style and language (14), Inspiring others, being a role model (14) and promoting diversity, equality and inclusion in the workplace (14).	52 (12%)
Knowing who/how to escalate a problem to ensure work targets are successfully achieved.	Recognising and understanding their boundaries of responsibilities(10).	10 (3%)
Understanding the organisation	Understanding their organisational structure and the inter-relationship of functions within their organisation (21), knowing employer rights and responsibilities (14) and knowing the purpose of the business and what 'brand promise' means (14).	49 (12%)
Supporting the management of information in line with organisational requirements	Carrying out photocopying, shredding, scanning, gathering, storing (7), filing, archiving, retrieving, updating and collating information (14).	21 (5%)
Interacting with internal and external customers in a professional manner to meet their needs and expectations	Carrying out reception duties (7) and delivering customer service (28)	35 (8%)

Displaying personal responsibilities within their business environment	Promoting health, safety and security (including GDPR), improving their performance, supporting colleagues, practicing self-motivation and time management, being reliable in attendance, displaying punctuality, having a positive attitude to colleagues and respect for others (14), seeking feedback, undergoing CPD and practicing self-reflection and self-improvement (14)	28 (7%)
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**Total hours of off-the-job training (OTJT) 424**

As this is expected to be a 12 month programme, 20% off OTJT is calculated as:

37.5 hours a week x 52 weeks = 1950  
Less 4 weeks holidays = 148 hours

So 20% OTJT would be  $1950 - 148 \times 0.2 = \mathbf{380 \text{ hours minimum}}$ .

If the 4 weeks holiday was not included, 20% OTJT would be  $1950 \times 0.2 = \mathbf{390 \text{ hours minimum}}$ .