

## Job Title Business Support Officer

## Role Profile

**Service: Children, Families & Wellbeing**

**Band: 3**

**Reporting to: Business Support Team Leader**

**Responsible for:**



**TRAFFORD  
COUNCIL**

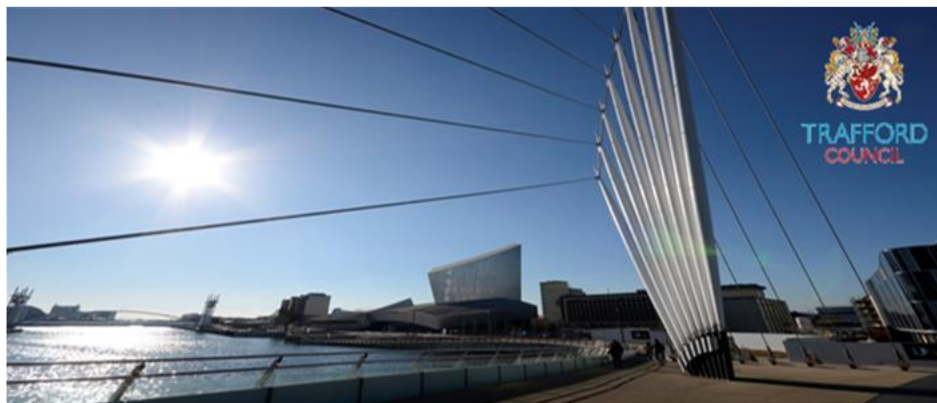
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities prosper***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

**To assist the Business Support Team Leader in providing an efficient business support function within the Safeguarding Team.**

**To work collaboratively with colleagues, partners, patients and other stakeholders to meet service need as part of the Children's Social Care Service.**

### **Main Duties & Responsibilities**

- To order supplies and resources (e.g. stationery, equipment) and maintain stock.
- To process and maintain data in a variety of IT systems, (including manual and electronic), completing inputting in order to provide accurate management information.
- To prepare statistical information for stakeholders as and when required, undertaking surveys or audits as required.
- To attend meetings and events offering professional business support including preparing information and papers beforehand and typing related supporting documents as required.
- To support business support apprentices, students, volunteers etc. in the workplace.
- Deal with contractors and visitors to the building, maintaining records of work required and completed.
- To undertake all general office duties as and when required including, for example; post
- Audio typing

- Booking meetings, appointments etc.
- Maintaining inventories and stock
- Filing, photocopying, scanning, printing, archiving
- Supporting project related activities
- Preparing service information (e.g. leaflets, pathways etc.)
- To carry out any other duties commensurate with the grade of the post.
- The post holder may be subject to rotation of posts on the same pay band within the Business Support Service.

This job description is not exhaustive but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

#### **General Duties of all post holders**

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff
- To be familiar with and comply with all Council and departmental policies, procedures, protocols and guidelines
- To be aware of and work towards the Council's strategic goals

## About You

### Qualifications and Professional Development

- NVQ 2 in Business Administration or equivalent
- GCSE grade C or equivalent in Maths and English

### Experience and Knowledge

- Experience of secretarial or administrative procedures and systems
- Experience of financial systems, processes and procedures
- Experience of arranging meetings, including diary management, preparation of agendas and typing documentation as required
- Experience of preparing and writing well written documents
- Experience of working in a team and achieving collective goals
- Experience of advising on standard procedures and processes
- Knowledge of financial systems

### Skills and Abilities

- Responsibility for cash systems i.e. petty cash, ordering, processing payments
- Ability to share knowledge with colleagues within the team
- Understanding of the requirements of the Data Protection Act and records management
- IT skills and knowledge of software packages
- Developed keyboard skills/ touch typing
- Ability to complete data entry, process data and complete analysis
- Take and transcribe formal minutes and action notes
- Ability to communicate effectively with colleagues, providing and receiving routine information either verbally or in writing

- Ability to organise and prioritise work to meet deadlines and changes in priority
- Ability to establish good relationships with customers/ patients and colleagues
- Ability to establish effective working relationships with colleagues at all levels

**Special Conditions**

- Some evening and/or weekend work may be required.
- Requirement to work flexibly across Trafford to support the needs of the service
- Use of a car or access to suitable means of transport.
- Willing to carry out all duties and responsibilities of the post in accordance with the Council's Equal Opportunities and Equality and Diversity policies
- Appointments to regulated and controlled activities require an enhanced DBS disclosure.

Date prepared/revised:

Prepared/revised by:

Job Evaluation:

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.