

## Business Support Officer (Regulatory Services)

## Role Profile

**Service:** Place Business Support Team – Place Directorate  
**Band:** Band 3  
**Reporting to:** Business Support Team Leader  
**Responsible for:** No direct reports



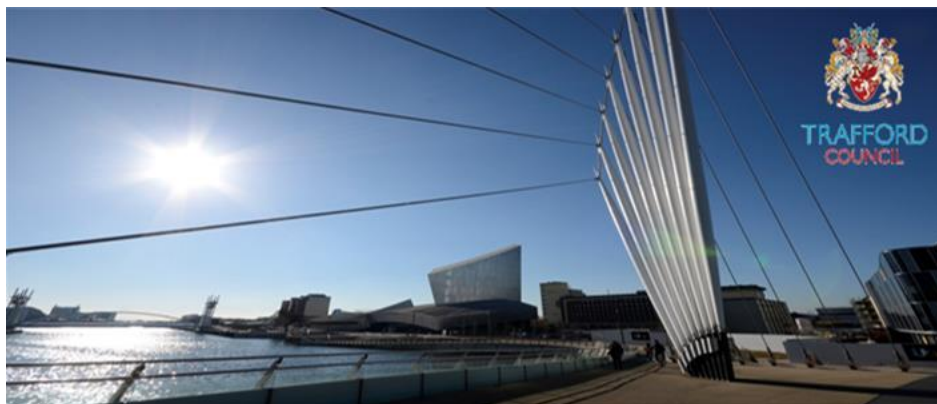
## About Us

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.

### Overview

The Place Business Support team works to provide general administrative and technical support to the services across the diverse Place Directorate. This includes Regulatory Services, Planning & Development, Building Control, Development & Estates, Strategic Growth, Leisure, Emergency Growth & the One Trafford Partnership.

The team deliver a responsive, customer focused service, providing technical advice and support to our customers and are the first point of contact for many services. Officers administer a number of workflows and process financial transactions across the Directorate. With a people centred approach the team is the link between services within the Directorate, and their / our customers.

### Your Main Priorities

- Supporting the provision of a high-quality service across the Place Directorate and ensure the achievement of government targets and Council objectives.
- As a member of Place Business Support Team you will be providing general administrative and business support to Regulatory Services and other services within the Place Directorate.
- Acting as the main point of contact for customers contact Regulatory Services, and to log, respond and deal with service requests and queries received.
- Delivering a high standard of customer service to clients, partners, officers, Elected Members and service users whilst striving to meet the aims, objectives and statutory targets required of the services providing frontline services to our businesses and residents.

### **Key duties**

- Logging requests and applications for services, received via various methods, for a variety of services within Regulatory Services and across the Place Directorate.
- Supporting the Team Leader to contribute to a continuous improvement in service delivery and promote and identify generic work practices within the Business Support Team.
- Receiving and responding to customer enquiries via a variety of channels and where the enquiries are forwarded on, to monitor progress and ensure responses are sent in a timely fashion.
- Undertaking general office duties and provide general support to the team in support of the efficient running of the Place Directorate as a whole.
- Processing financial transactions efficiently and in accordance with council policy.
- Identifying, analysing and resolving data and/or systems errors, to determine and apply the correct solutions.
- Maintaining computerised and publicly accessible records, ensuring GDPR compliance.
- Working efficiently together with the other teams within the Service, Directorate, across the Council and with other external stakeholders to provide advice in respect of the validation of planning applications and other consent.
- Ensuring a positive and collaborative approach to customer care to meet the aspirations of Trafford's residents, businesses and investors and respond to customer enquiries in a timely manner in accordance with Council policy.
- Undertaking other duties appropriate to the post as may be reasonably required by the Council as Employer in compliance with the Contract of Employment and to ensure the efficient running of the Place Directorate as a whole.

## **About You**

### **Qualifications and Professional Development**

- Relevant qualification equivalent to NVQ Level 2 or equivalent experience
- Commitment to personal and professional development

### **Experience and Knowledge**

- 1-2 years' experience of office administration in a large organisation using a variety of computerised systems
- Experience of quickly analysing problems and finding appropriate solutions
- Experience of working in a team and achieving collective goals
- A sound knowledge of Microsoft Office packages (including Word, Excel, Teams and Outlook) and IT systems (such as Civica APP) to enable the post holder to input/extract information effectively
- Knowledge and understanding of GDPR compliance

#### **Skills and abilities**

- Ability to establish good relationships with colleagues, partners and other stakeholders
- Effective communication skills, with the ability to communicate clearly, concisely, accurately and in ways that promote understanding
- Highly developed planning and organisational skills; prioritising and managing your daily workload, producing accurate work within deadlines and with minimal supervision
- Flexible and adaptable, quickly learning new concepts and sharing knowledge and skills with colleagues within the Business Support Team
- Ability to focus clearly to achieve defined results and outcomes
- Ability to work individually and in a team environment
- Good numeracy and analytical skills, researching and reviewing information to formulate new ideas
- Customer focused approach to service delivery

#### **Special Conditions**

- May be required to work at various locations throughout Trafford borough

Date prepared/revised	Updated role profile – 16/05/2023
Prepared/revised by	M Hopper / S Lowes / R Pollard
Job Evaluation	Re-evaluated 21/03/2023

### **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.