

Business Support Officer

Service: Planning and Development
Grade: Band 3
Reporting to: Office Team Leader
Responsible for: N/A



We Have

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 are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



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.

A day in the life

'A day in the life' section of 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 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

Your Main Priorities

- To provide general administrative and business support to a number of services within the Place Directorate. Support the Team Leader to contribute to a continuous improvement in service delivery and promote and identify generic work practices within the Business Support Team
- To provide excellent customer service to internal staff Elected Members and the general public.

Key duties

- To process financial transactions efficiently and in accordance with council policy.
- To receive and, where applicable, respond to customer enquiries, whether face-to-face, by telephone or letter/email. Where the enquiries are forwarded on, to monitor progress and ensure responses are sent in a timely fashion.
- To maintain records in a variety of systems (including manual and electronic) and provide accurate analysis and/or management information.
- To handle and input data, ensuring accuracy, confidentiality and security of the data processed including adherence to the Data Protection Act (or relevant legislation).

- To undertake all general office duties as and when required.
- To Identify, analyse and resolve data and / or systems errors, and determine and apply the correct solutions promptly.
- To undertake any other duties as required commensurate with the post.
- To carry out duties ensuring that agreed service and performance targets are met.
- To comply with all Council policies, procedures, professional practices and relevant regulation and legislation.
- The post holder will be subject to rotation of posts on the same pay band.
- May be required to work at various locations throughout the Borough.

You Have

Relevant qualification equivalent to NVQ Level 2 or equivalent experience

Experience of administration systems in a large organisation.

Experience of working in a team and achieving collective goals.

Experience of quickly analysing problems and finding appropriate and timely solutions.

Experience of demonstrating, guiding or advising on standard procedures and processes.

Your strengths

- Customer focused approach to service delivery
- Good written and oral communication skills
- Tact and diplomacy
- ICT and numeracy skills
- Ability to focus clearly to achieve defined results and outcomes
- Ability to work as part of a team

<p>Experience of dealing with correspondence.</p> <p>Working knowledge of Microsoft Office packages, including Word, Excel and Outlook.</p> <p>Ability to communicate effectively with colleagues and/or the public both verbally or in writing, selecting and using appropriate media.</p> <p>Self-motivated with ability to prioritise and manage your daily workload, producing accurate work within deadlines and with minimal supervision.</p> <p>Ability to share knowledge with colleagues within the Business Support Team.</p> <p>Ability to quickly analyse problems and find appropriate solutions.</p> <p>Good numeracy skills.</p> <p>Proficient in a range of relevant IT skills.</p> <p>Ability to establish good relationships with both customers and colleagues.</p> <p>Ability to work individually and as part of a team.</p>	
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Date prepared/revised: April 2019 MH/AM

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.