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| |  | | --- | |  | | **Business Support Officer**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: Business Support Officer (Scale 4)  **Service Area:** Deployed as appropriate  **Directorate:** Corporate and Support Services (CSS)  Team: Deployed as appropriate | Salary Grade: Scale 4 |
| **Post Reports to:** Team Leader or Hub Manager  **Post Responsible for:** Supervision of Business Support Assistants and Apprentices (where appropriate) | |
| **Main Purpose of the Job:**  As a Business Support Officer you will support the delivery of services offered by Corporate and Support Services Directorate. (Please see Job Activities Section) | |
| **Summary of responsibilities and key areas:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.   1. **Problem Solving/Creativity/Maintaining standards**  * Respond to issues requiring a general understanding of work-area policies and procedures. * Resolve non-routine problems in a thorough and timely manner; using discretion and knowing who to go to in order to resolve issues and complete tasks. * Consider presenting situations, and select the most appropriate response based upon experience. * Obtain and use relevant information from various sources to solve problems that impact own work area. * Update manuals/procedures and provide training and support to colleagues when necessary * Work as part of team understanding and focussing on how the role supports the teams and departments priorities  1. **Responsibility and accountability**  * Responsible for the receipt and acknowledgement of queries with appropriate tracking of response * Responsible for prioritising your own work when there are competing demands * Responsible for supporting and supervising others where appropriate * Responsible for implementing best practice guidelines in handling personal and sensitive information  1. **Communication**  * Communicate established processes and procedures to a range of audiences as required. * Communicate effectively within the Democratic processes. * Communicate detailed information/advice within own work area and to colleagues from others. * Answer general questions and refer more complex questions to supervisor/manager. * Deal with difficult customers in an appropriate manner.  1. **Decision Making**  * Make decisions based upon specific instructions, standard practices, and established procedures that generally require some interpretation in service areas. * Gather related detail and make recommendations to solve problems of moderate complexity. * Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures. * Be aware of the risks associated with the service and its information and seek appropriate advice.  1. **Knowledge & Skill**  * Good standard of working knowledge to undertake a range of tasks in the allocated work area * Keep up to date with issues relating to the work of the team and department * Research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team * Ability to use appropriate systems in place to support the service area in which you are placed, with specific support and training. * Use of a range of systems that support the Council and expert user status for specific systems and procedures. * Personal Health and Safety in the workplace  1. **Flexibility**  * Ability to transfer skills to a range of service areas with specific support and knowledge available. * Ability to pick up variance in approaches within specific support and knowledge provided.  1. **Risk Management**  * Understands the risks associated with the nature of the service you are supporting, identifing areas of concern and raising these appropriately | |
| **Job activities:**  Range of activities to be undertaken by this role. It is not a comprehensive list of activities.   * Taking personal responsibility for high quality customer services and a safe working environment * Providing technical expertise in specific specialist areas of work providing supervision and direction to other Support Officers and Apprentices who will support the process * Supporting staff within the service areas to use office systems and technology effectively * Undertaking high risk, high cost and complex processes ensuring complete accuracy and quality assurance * Contribute to updating of the Offices ‘Operating Procedures’ * Support the development of a professional and cost effective service * Gaining an in-depth knowledge of the service area; being able to answer complex queries, and signpost to other appropriate services. This will involve induction of new support assistant and Apprentices and ongoing supervision of these staff. * Transactional activity including cross-checking referrals and applications, data inputting and quality assurance, financial transactions, eligibility checks and support to complete applications * Create and maintain records with accuracy, maintain databases, produce spreadsheets, undertake analysis and generate reports that provide information in relation to a range of operational, financial and human resource matters. * Overseeing and support stocktaking, ordering, receipting, invoice processing and resolve financial disputes * Where appropriate, managing accurate and auditable petty cash systems * Service statutory meetings including taking of formal minutes (training will be provided) * Ensure the service area has enough cover by managing staff rotas | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Knowledge and understanding of a work area or specialised skill | Desirable |
| Experience of working within a support environment. | Essential |
| Experience of working flexibly across teams to support key projects and activities. | Essential |
| Experience of analysing data and information. | Essential |
| Experience of supervising and/or directing others and working within teams. | Desirable |
| Experience of providing value for money, quality services. | Essential |
| Effective interpersonal skills, working with colleagues to achieve positive outcomes. | Essential |
| Effective organisational skills. | Essential |
| Analytical skills with the ability to problem solve and interpret information. | Essential |
| Effective oral and written communication skills | Essential |
| Work placement related negotiation skills | Essential |
| Ability to work accurately to strict deadlines | Essential |
| Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate | Essential |
| Where appropriate, clean driving license | Desirable |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |