

Business Support Officer

Role Profile

Service: Waterside Arts / Customer Service, Libraries & Culture – Strategy & Resources Directorate
Band: Band 3
Reporting to: Venue Operations & Hires Manager
Responsible for: No direct reports



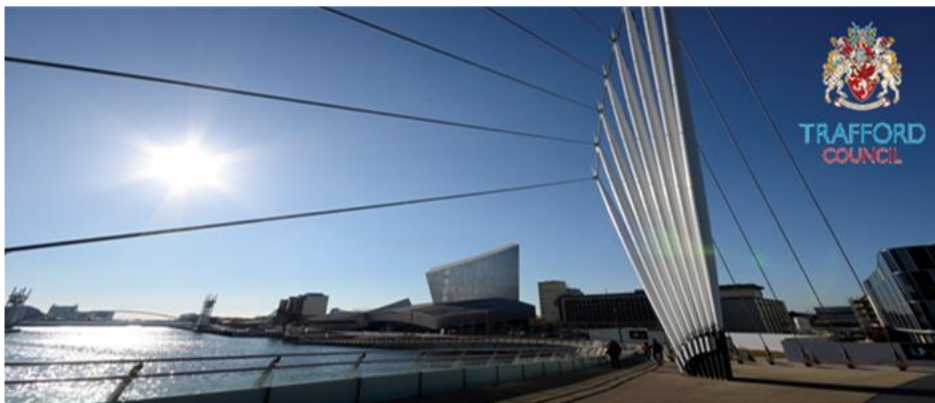
About Us

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

Waterside is a thriving cultural hub in Trafford, we pride ourselves in delivering high-quality creative experiences, with a culture of going above and beyond for our visitors, artists and facilitators. Sitting within the Customer Service, Libraries & Culture service, the team at Waterside and Creative Industries Trafford will play an integral role in the delivery of the Cultural Strategy for Trafford. This role plays a crucial part in the operational success of our vibrant arts venue.

Your Main Priorities

- Providing an effective and efficient administrative and finance support function to the Venue Manager and departmental management team for Waterside and our creative development project, Creative Industries Trafford.
- Working collaboratively with colleagues, partners and other stakeholders to meet service needs, ensuring seamless coordination between artistic delivery and business operations.

Key duties

- Undertaking all administrative duties as and when required, including, but not limited to:
 - Executing and streamlining administrative processes to enhance overall efficiency.
 - Managing documentation, correspondence, and information flow to support day-to-day operations.
 - Attending regularly scheduled events, such as team meetings, recording accurate minutes, decisions and actions for circulation.
 - Supporting the Venue Manager with both internal and external communications with our stakeholders. Maintaining clear and open lines of communications, efficient diary management and diligent preparation of documentation for key meetings

- Providing financial administrative support, including:
 - Collaborating with the management team and central finance to oversee budgetary processes.
 - Monitoring expenditures, preparing purchase orders, invoicing, petty cash reconciliation and assisting in financial reporting.
 - Contributing to the finance and audit processes through meticulous record-keeping.
 - Being responsible for maintaining sufficient levels of petty cash and change for our busy sales points and ensuring receipts are banked regularly and accurately reconciled.
 - Processing and reconciling ticketing and show settlements for visiting companies and community organisations.
 - Ensuring all financial processes align with up-to-date organisational standards, professional practices, policies and relevant financial regulations and legislation.
- Supporting event coordination by working closely with operational team to facilitate smooth event delivery, ensuring contractual and logistical paperwork is compiled and distributed accordingly.
- By using data available, assisting in the generation and preparation of reports, presentations and proposals to generate insights that inform strategic decision-making which support the growth and development of the venue.
- Where required, supporting the operations team with preparing and opening the building, providing support during live events, performances and supporting our sales functions across the venue.
- Undertaking any other duties commensurate with the grade of the post which may be required.

About You

Qualifications and Professional Development

- GCSEs Grades A* to C (grades 9 to 4) in Maths and English
- Some formal training in a related field equivalent to minimum NVQ Level 2/3
- Evidence of and commitment to continuing personal and professional development

Experience and Knowledge

- Proven experience in administrative, financial and/or business support roles, preferably within an arts or cultural setting
- Proficiency in using Microsoft 365 and associated digital tools

- Knowledge of or interest in working within an arts and cultural environment and understanding of the role they play in health, wellbeing and the local economy

Skills and abilities

- Strong organisational skills with a keen eye for detail with the ability to deliver to competing deadlines within appropriate timescales
- Excellent communication and interpersonal skills with the ability to communicate effectively with all customers, including written, verbal and electronic formats
- Ability to prioritise workload and be effective in time management, capable of working on own initiative but also as part of a team
- Efficient servicing of meetings, including accurate minute taking

Special Conditions

- Willing and able to travel to sites within the Trafford Borough if required
- Unsocial hours/weekend work may be required

Date prepared/revised	Updated 04/03/2024
Prepared/revised by	D Adams / L Burgess / L Shellabear
Job Evaluation	Existing BSO 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.