

Job specification



Job title: Business Support Services Officer
Service: Support and Safeguarding
Grade: G4
Reporting to: Senior Business Support Services Officer

Your job

You will provide administrative support to the operational teams within the Support and Safeguarding service. You will ensure the delivery of a high quality and effective administrative support to operational colleagues, who deliver services to adults, families and carers, the council and partners in order to achieve the best outcomes and deliver against The Deal 2030 principles.

You will respond to the complex and challenging needs of the people we support when dealing with their queries either face to face or by telephone.

You will liaise with other locality operational teams and council departments, adults and families, a range of professionals, including health colleagues and statutory, private and voluntary organisations.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Be highly motivated and able to motivate your colleagues
- Be able to work without close supervision
- To manage your workload effectively and efficiently
- Ensure accurate information is recorded and passed to appropriate recipients
- To be accountable for your own decision making and seek appropriate solutions to situations as they arise
- Produce accurate minutes from meetings and distribute appropriately
- Be an advisor and mentor to other Business Support Services colleagues
- Deliver a high standard of customer service
- Maintain systems for computerised and manual document control
- Work within legislative framework, structures and guidelines adapting working style to suit changing service needs and developing accordingly
- To work across service area as demand requires
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- NVQ 2 in Administration or equivalent QCF credit value or equivalent qualification or equivalent level of knowledge, skills and experience relevant to the job
- The ability to produce clear, concise minutes of meetings and records
- Effective written and verbal communication
- Experience of effectively working in an office, preferably with practical knowledge in the service area
- Experience of effective contribution to teamwork in a professional manner
- Evidence of involvement in the principles of effective data protection management
- Knowledge of the work undertaken by Adult Social Care
- To be able to work to deadlines and reorganise the work to meet conflicting demands
- Decision making skills and ability to work on own initiative within a team framework
- Present self well when representing the Council and Service internally and externally
- Demonstrate a personal commitment to equality, diversity and community cohesion
- Handle highly sensitive information in line with confidentiality and data protection requirements.
- Support and employ the effective use of technology.

Our culture

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

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better


Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others


Together we will


Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will


 Genuinely care for you and your wellbeing.

 Champion a culture that inspires you to thrive.


 Listen and engage with you to bring your ideas to life.


 Celebrate your contribution and support you to reach your goals and aspirations.

I will

 Look after my wellbeing and be kind to myself and others.

 Work with others across #TeamWigan to be courageous, innovative and embrace technology.

 Share my ideas and be accountable for making things happen.

 Own my development and let my passion and positivity shine through.