

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE	:	Resources
SECTION	:	Legal Services
LOCATION	:	Number One Riverside, Smith Street, Rochdale
JOB TITLE	:	Business Support Officer (Part-time)
POST NUMBER	:	
Grade	:	Grade 4 (pro-rata)
Accountable to	:	Business Support Manager
Accountable for	:	The provision of administrative support
Hours of Duty	:	22 hours 12 minutes/37 hours per week in accordance with the Provisions of the Authority's Scheme of Flexible working and operational requirements of the Service.
Any Special Conditions of Service		The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by the Council.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

PURPOSE AND OBJECTIVES OF THE JOB

To provide an effective, efficient and timely administrative support within the the Service.

To assist in the maintenance and updating of the Local Land Charges Register and the Register of Common Land and of Town & Village Greens.

To be responsible for the day to day supervision of the apprentice.

Control of Resources

Personnel

To be responsible for your own direction, support and motivation.

Financial

To work in accordance with Financial Regulations and procedures of the Authority.

To assist in the inputting of all fees in connection with the processing of local land charges searches on the Paris Portal.

To input all cash/cheques received in the Section in payment of legal fees, on the Paris Portal.

To liaise with officers in Legal Services to ensure requisitions, invoices and all payments are processed accurately and in a timely manner.

Equipment/Materials

To be responsible for the safe use and maintenance of equipment/materials used by the postholder.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

- Managers and staff
- Colleagues within the Service
- Officers of other Council Service Areas
- Elected Members

External

- Solicitors in Private Practice
- Search Providers
- Personal Search Companies
- Barristers
- Officers of Government Departments
- Other Local Authorities and public bodies

- Members of Parliament
- Members of the Public
- Land Registry
- Training providers

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.
- (iii) Render an effective and efficient service.

Our Values and Our Behaviours

Approach the job at all times using the values set out below

Proud

- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times.

.

Principal Duties

1. Provision of general administrative support to Managers including – but not limited to:
 - (a) Sorting and delivery of incoming mail to the Teams within the Section (including electronic mail into the 'Legal In-Box');
 - (b) Collating and dispatching outgoing mail;
 - (c) Photocopying and scanning of documents;
 - (d) Filing (both hard copies and electronic);
 - (e) Liaising with Records Management for the off-site storage of records; files and documents;
 - (f) Binding of documents;
 - (g) To assist in the preparation of Court/Tribunal bundles;
 - (h) To file and serve documents on the Court and any other party as required;
 - (i) To assist in opening and closing files;
 - (j) To deal with the temporary TROs;
 - (k) Dealing with the sealing and signing of Documents;
 - (l) Responding to telephone calls and e-mails;
 - (m) Maintaining general office organisation/administration systems, both computerised and manual;

- (n) Allocating Mod.Gov Reports to Officers within the Service;
- (o) To use ICT systems in completing duties – for example a Case Management System, Civica Financials; Word and Excel;
- (p) To prepare routine correspondence around standard processes;
- (q) To prepare and keep up to date information about the service.
- (r) To assist in monitoring levels of office consumables, monitoring inventories and ordering stocks as appropriate;
- (s) To assist with the processing of orders and invoices, ensuring invoices are paid within the Council's target; To collate orders, requisitions, delivery notes and process invoices;
- (t) To assist in the reconciliation of cash income and prepare for banking. Input cheque income on the Paris Portal and maintain a record of cash and cheques received;
- (u) To assist the Local Land Charges & Business Support Officer in the provision of an effective and efficient Local Land Charges service on behalf of the Council;
- (v) To ensure local searches are processed accurately in a timely manner and in accordance with the Council's Performance Indicators;
- (w) To deliver a customer focussed service by responding pro-actively to requests for advice, guidance and support in an efficient, effective and timely manner;
- (x) To liaise as appropriate with Managers, officers, suppliers and customers;
- (y) To organise and prioritise own workload to ensure that deadlines are achieved and core services are maintained.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To attend meetings as may be required.
- 3 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Susan Hedges Date 19/04/2022

Agreed by Postholder _____ Date _____

Manager _____ Date _____

**Rochdale Borough Council
Person Specification**

Service :	Resource	Post:	Business Support Officer
Section :	Legal Services	Post Number :	
Job Ref:		Grade:	Grade 4

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
Filter Questions		
1 Are you willing to assist the Local Land Charges & Business Support Officer in providing an effective and efficient Local Land Charges Service?	E	AF, I
(a) Qualification and Experience		
1 Experience of IT applications including word processing, PowerPoint, databases, spreadsheets and Outlook.	E	AF, I
2 Experience of providing a range of administrative and financial support functions.	E	AF, I, A
(b) Skills and Knowledge		
1 Knowledge of maintaining computerised record systems, and ability to input data accurately	E	AF, I,
2 Able to understand the aims of any data handled and sense check the reports produced.	E	AF, I
3 Good verbal and written communication skills	E	AF, I
4 Able to work in a methodical manner and prioritise work in a pressured environment to meet targets	E	AF, I,
5 Ability to work as part of a team and on own initiative.	E	AF, I
6 Understanding of the issues relating to the confidentiality of information handled by the team.	E	AF, I
7 Ability to communicate confidently and effectively with staff at all levels and with representatives of external organisations- orally and in writing	E	AF, I
8 An understanding of the value of employee development	E	AF, I
9 Commitment to Equality and Diversity and Customer Care policies	E	AF, I
(c) Special Working Conditions		
1 Experience of temporary Traffic Regulation Orders	E	AF

(d) Behaviours and Values		
<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF,I