



JOB DESCRIPTION

JOB TITLE: Business Support Officer

DEPARTMENT:

PAY BAND: Band 3

**DIRECTLY
RESPONSIBLE TO:** Senior Business Support Officer

Main Purpose of the Job:

To assist the Senior Business Support Officer in providing an efficient business support function

Main Duties:

1. To receive, log and respond to a variety of stakeholder's queries and requests, offering a professional service by recording the details of the enquiries & handling them in a timely and appropriate manner.
2. To carry out, monitor and reconcile financial transactions efficiently and in accordance with council policy and financial regulations.
3. To input and maintain data in a variety of IT systems (including manual and electronic) and provide accurate analysis and/or management information.
4. To prepare statistical information for stakeholders as and when required.
5. To attend meetings and events offering professional business support including preparing information beforehand and taking meeting minutes and/or action points.
6. To mentor the Business Support Apprentice by offering guidance/support along with identification of potential learning opportunities for them to partake in.
7. To undertake all general office duties as and when required.
8. To carry out any other duties commensurate with the grade of the post.
9. The post holder may be subject to rotation of posts on the same pay band within the Business Support Service.

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

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.



PERSON SPECIFICATION

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DEPARTMENT:

PAY BAND: Band 3

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
NVQ 2 in Business Administration or equivalent	A/C
GCSE grade C or equivalent in Maths and English	A/C
2. Experience	
1 year previous relevant experience	A/I
Experience of financial systems, processes and procedures	A/I
Experience of arranging meetings, including diary management, preparation of agendas and typing minutes	A/I
Experience of preparing and writing well written documents.	A/I
Experience of working in a team and achieving collective goals.	A/I
3. Knowledge	
Knowledge of financial systems	A/I
Ability to share knowledge with colleagues within the team	A/I
Understanding of the requirements of the Data Protection Act	A/I
Experience of demonstrating, guiding or advising on standard procedures and processes	A/I

4. Skills & Abilities	
Proficient range of computer software packages and systems	A/I
Ability to communicate effectively with colleagues and/or the public either verbally or in writing.	A/I
Ability to organise and prioritise work to meet deadlines and changes in priority	A/I
Ability to establish good relationships with both customers and colleagues.	A/I
Ability to establish effective working relationships with colleagues at all levels	A/I