



## Stockport Council Job Description

**Post Title: Business Support Assistant**  
**Service Area: Deployed as appropriate**  
**Directorate: Corporate and Support Services (CSS)**

**Salary Grade: Scale 3**

**Responsible to: Supervisor and / or Line Manager**  
**Responsible for: n/a**

### Main Purpose of the Job:

As a Business Support Assistant you will support the delivery of services offered by Corporate and Support Services Directorate. Specific Activities include:

- First point of contact for the service providing effective and welcoming reception or meet and greet, call handling, electronic/postal/fax mail receipt, tracking and response.
- Promote a welcoming and safe environment ensuring that all visitors are dealt with in accordance with the Building/Centre policies, monitoring and maintaining public display boards, leaflets stock levels and promotional goods.
- General business and computer skills, experience and competencies with service specific knowledge and application including signposting to other appropriate services.
- Transactional activity including checking referrals and applications, data inputting and quality assurance, financial transactions, stock checking and ordering, eligibility checks and support to complete applications
- Create and maintain records with accuracy, maintain databases, produce spread sheets and generate reports that provide information in relation to a range of operational, financial and human resources matters.
- Bring information together to inform meetings, take notes at meetings and update systems with agreed actions as appropriate

### Job activities: Summary of Responsibilities and Key Areas:

With some supervision or direction, provide general, effective work place support to the service where deployed

#### 1. Problem Solving/Creativity/maintaining standards

- Perform tasks requiring a good knowledge of routine and work area policies and procedures.
- Resolve routine problems in a thorough and timely manner, seeking guidance and instruction as needed.
- Work within job-specific deadlines and schedules set by Supervisor.
- Requires assessment of situations and use of work place procedures. Some interpretation may be required.
- Work as part of a team, understand how the role contributes to the teams priorities and is familiar with the work of the service area.
- Use of machinery to undertake moderately complex tasks
- As appropriate, create moderate to complex and confidential documents, spread sheets and presentations
- Organises diaries and room bookings for meetings

#### 2. Responsibility and Accountability

- Responsible for ensuring the support offered is as responsive and as flexible as it can be to customer requests.
- Respond to expected enquiries and refer to line manager or supervisor for more complex enquiries

3. **Communication**

- Communicate established processes and procedures to a range of audiences as required.
- Communicate detailed information/advice within own work area.
- Answer general questions and refer more complex questions and difficult customers to supervisor/line manager.

4. **Decision Making**

- Duties and activities will be guided by specific instructions, standard practices, and established procedures that generally require some interpretation.
- Offer suggestions to solve basic problems in immediate work area.
- Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures

5. **Knowledge & Skill**

- Good standard of practical knowledge to undertake a range of tasks in the work area.
- Keep up to date with issues relating to the work of the team and department
- Gather information from a range of different sources, internally and externally to help inform own work.
- Safe manual handling and ability to lift where appropriate, keyboard skills and accurate data management
- Use of a range of systems to support services
- Personal Health and Safety in the workplace

**Additional duties:**

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, 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.



## Stockport Council Competency Person Specification

### Post Title:

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.

Competency	SCORE					Essential or Desirable
	0	1	2	3	4	
Experience of working flexibly across teams to support projects and activities.						Essential
Experience of collating data and information.						Essential
Experience working with customers and providing effective service.						Essential
Experience of following procedures, guidance or frameworks.						Essential
Experience of working in the public sector or similar service environment.						Essential
Ability to working with colleagues to achieve positive outcomes.						Essential
Excellent keyboard skills						Essential
Effective organisational skills.						Essential
Ability to interpret information.						Essential
Effective customer services skills.						
Effective verbal and written communication skills						Essential
Ability to work accurately to 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
Communicating effectively						Essential
Being customer focused						Essential
Effective team working						Essential
Personal organisation and effectiveness						Essential
Personal development						Essential
Working safely						Essential
Making the most of information and communications technology						Essential
Ability to work extended hours as and when required.						Essential
Understands and actively supports Stockport Councils diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential

A willingness to be flexible in a changing environment						Essential
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- Scoring key**
- 0 – Not met essential criteria
  - 1 – Partially meets essential criteria
  - 2 – Meets criteria
  - 3 – Exceeds criteria
  - 4 - Exceptional