

Job specification

Job title: Business Support Services Officer

Service: Children's Department People Directorate

Grade: G4

Reporting to: Senior BSS Officer

Your job

You will deliver high quality and effective administrative services to support operational colleagues working with children, young people and families across the borough. You will provide day to day administration support to assist with the achievement of the team's functions through delivering a high standard of customer care to service users, colleagues and other professionals. You will work with colleagues across the Council and our wider partners, to achieve the best outcomes and deliver The Deal principles.

In this job you will

On an ongoing basis you will:

- Provide effective administrative support to the team including minute taking, handling calls and messages, and the dispensing of petty cash
- Work within a designated team providing the appropriate professional support to team members
- Contribute to the effective implementation of the team's delivery plan in order to meet the statutory functions
- Support the agile working process, new ways of working and efficiency within the team
- Act as the first point of contact for enquiries from customers, providing advice to managers and employees and signposting to other team members and Directorates as appropriate
- Respond to routine and ad hoc requests for information from line management, internal and external sources in a timely, responsive manner
- Provide feedback and suggestions to improve office efficiency
- Regularly work to deadlines and reorganise work to meet conflicting demands placed on the role by customers and colleagues
- Manage team information maintaining accurate records, handling highly sensitive information in line with confidentiality and data protection requirements
- Support and employ the effective use of technology to manage workloads across the team

In this job you will need

You must be able to demonstrate the following essential requirements:

- Have a Level 2 qualification in Administration or an equivalent qualification, or the ability to demonstrate a similar level of knowledge, skills and experience
- Have a high level of organisational skills, with the ability to undertake tasks accurately with a keen attention to detail
- Have a good level of experience in using a range of Office IT packages, case management and record management systems
- Possesses the ability to present information clearly within agreed corporate templates
- Have the ability to collate information and prepare good quality data that is easily understood by others
- Have good interpersonal skills and the ability to work collaboratively across the Council, other Local Authorities and wider partners
- Have experience in supporting the induction and training of new staff members within the team
- Have experience in supporting management in HR, Finance and Information Governance tasks

- Demonstrate a commitment to and evidence of continuous professional development

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 **Be 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

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough