



Corporate and Support Services Job Description

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

Salary Grade: Scale 4

Responsible to: Supervisor and/or Line Manager
Responsible for: CSS Support Officers where appropriate

Main Purpose of the Job:

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

- Develop technical expertise in specific specialist areas of work and support others to use systems effectively
- Document processes in support of operational office manuals
- Responsible and accountable for supporting high risk, complex or high cost activity
- Provide some day to day supervision/direction to Support Officers within the localised Business Support team
- 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
- Actively ensure 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
- Organise meetings (venues, delegates and refreshments), collate and chase documents in support of meetings, draft agendas, minute meetings and distribute papers as well as update systems with actions as appropriate
- Invoice processing and goods receipting, checking within the service area
- Managing petty cash systems accurately

PRINCIPAL DUTIES & RESPONSIBILITIES:

To contribute to the key aims and objectives of the organisation, both within the post holder's specific remit, across the section and Council as a whole.

1. Problem Solving/Creativity/Maintaining standards

- Respond to issues requiring a general understanding of work-area policies and procedures.
- Resolve non-routine problems in a thorough and timely manner; using discretion and knowing who to go to in order to resolve issues and complete tasks.
- Consider presenting situations, and select the most appropriate response based upon experience.
- Obtain and use relevant information from various sources to solve problems that impact own work area.
- Update manuals/procedures and provide training and support to colleagues when necessary
- Work as part of team understanding and focussing on how the role supports the teams and

departments priorities

2. Responsibility and accountability

- Responsible for the receipt and acknowledgement of queries with appropriate tracking of response
- Responsible for prioritising your own work when there are competing demands
- Responsible for supporting and supervising others where appropriate
- Responsible for implementing best practice guidelines in handling personal and sensitive information

3. Communication

- Communicate established processes and procedures to a range of audiences as required.
- Communicate effectively within the Democratic processes.
- Communicate detailed information/advice within own work area and to colleagues from others.
- Answer general questions and refer more complex questions to supervisor/manager.
- Deal with difficult customers in an appropriate manner.

4. Decision Making

- Make decisions based upon specific instructions, standard practices, and established procedures that generally require some interpretation in service areas.
- Gather related detail and make recommendations to solve problems of moderate complexity.
- Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures.
- Be aware of the risks associated with the service and its information and seek appropriate advice.

5. Knowledge & Skill

- Good standard of working knowledge to undertake a range of tasks in the allocated work area
- Keep up to date with issues relating to the work of the team and department
- Research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team
- Ability to use appropriate systems in place to support the service area in which you are placed, with specific support and training.
- Use of a range of systems that support the Council and expert user status for specific systems and procedures.
- Personal Health and Safety in the workplace

6. Flexibility

- Ability to transfer skills to a range of service areas with specific support and knowledge available.
- Ability to pick up variance in approaches within specific support and knowledge provided.

7. Risk Management

- Understands the risks associated with the nature of the service you are supporting, identifying areas of concern and raising these appropriately

ADDITIONAL RESPONSIBILITIES

- 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 Generic Competency Person Specification

Job Title: CSS Officer – Scale 4

Directorate: Corporate and Support Services

Vacancy Number:

Attributes	Competency	SCORE					Essential or Desirable
		0	1	2	3	4	
Experience	Experience of supporting projects and/or teams, achieving objectives						Essential
	Experience of administratively managing meetings with emphasis on attention to detail						Essential
	Knowledge and understanding of a work area or specialised skill						Essential
	Experience of developing and documenting procedures						Essential
	Experience of working flexibly across teams to support key projects and activities						Essential
	Experience of checking and analysing data and information						Essential
	Experience of supervising and directing others and working within teams						Desirable
	Experience of working in the public sector or similar environment.						Essential
Technical Skills	Effective interpersonal skills, working with colleagues to achieve positive outcomes.						Essential
	Excellent keyboard skills						Essential
	Effective organisational skills.						Essential
	Analytical skills with the ability to problem solve and interpret information.						Essential
	Effective oral and written communication skills						Essential
	Work related negotiation skills						Essential
	Ability to work accurately to strict deadlines						Essential
Qualifications	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
Corporate Competencies and Behaviours	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
Additional Factors	To meet Stockport Council's standard of attendance						Essential
	A willingness to be flexible in a changing environment.						Essential
	Ability to work extended hours as and when required.						Essential
	Understands and actively supports Stockport Council's diversity & Equality Policy.						Essential