

Job Description



Corporate Services & Strategy Directorate

Post Title	Business Support Service – Business Support Officer		
Post Numbers	Various	Grade	Grade 3
Base	Within Borough	Hours of Work	37
Car User Allowance	Approved Casual	Disclosure	No
Contact	Hannah Meyrick	Updated	23rd July 2015

Principal Job Purpose

Responsible to: Senior Business Support Officer

Responsible for: To carry out high quality business support duties, ensuring that service standards and customer requirements are met.

Essential Personal Attributes

1. Have a customer focussed approach to service delivery.
2. A dynamic and enthusiastic approach to the challenge of being part of and contributing to an efficient and effective business support service.
3. Ability to work independently and use own initiative.
4. Confident and positive attitude towards working with all stakeholders.

Principal Accountabilities

1. Arranging and attending relevant meetings and panels to take notes/ detailed minutes, as set out in the service specification.
2. Coordinate the requests for room bookings and setting up the meeting rooms with equipment and the appropriate layout.
3. Production of agendas and collation of agenda items for relevant meetings, as set out in the service specification.
4. Distribution of actions/ minutes to attendees and other relevant officers/ external professionals.
5. Large scale photocopying, collating and binding.
6. Formatting self service documents i.e. presentations and reports.
7. Dealing with basic service requests and queries from members of the public, elected Members and external organisations and redirecting them, if necessary.
8. To deal with service users with tact and diplomacy at all times.
9. Raising orders and processing invoices on the Council's e-purchasing system.
10. Checking, amending and collating staff timesheets for submission to payroll.
11. Updating and development of Website content, dealing with and issuing information received via Social Media and the development of online forms.
12. Administering the process for Sundry Debtor requests.

13. Dealing with the administration of petty cash.
14. Typing routine documentation and correspondence that does not form part of the self service model.
15. Scanning and filing documents by using the Council's EDM System.
16. Administering card payments over the telephone for members of the public and external companies.
17. Updating spreadsheets and databases via data entry and providing the appropriate level of analysis for the relevant service areas, as set out in the service specification.
18. Collation of staffing hours and production of payroll requests.
19. Reception duties and meeting and greeting visitors.
20. Contacting relevant Managers and staff for information for performance returns, for both internal and external reporting.
21. To comply with the Data Protection Act and to maintain confidentiality at all times.
22. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
23. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
24. Undertake such other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

Person Specification – Business Support Officer Grade 3

1. Qualifications & experience	Assessment Method				
Qualifications/relevant experience	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
5 GCSE's or 'O' Levels at grade C or above to include English and Mathematics or equivalent educational attainments.	Essential	✓			
NVQ Level 2 or equivalent	Desirable	✓	✓		
ECDL or equivalent	Desirable	✓	✓		
Experience					
Experience of working in a business support environment.	Essential	✓			
Experience of working with Members of the public and Elected Members	Essential	✓			
Knowledge/Skills					
An understanding of Council services	Essential	✓			
Ability to manage own workload and demands whilst adhering to tight timescales	Essential	✓	✓		
IT skills especially Word and Excel	Essential	✓	✓		
Good numeracy and literacy skills	Essential	✓	✓		
Good spoken and written communication skills	Essential	✓	✓		
Personal Attributes					
Possession of a driving license and access to a vehicle for work purposes.	Essential	✓			

2. Special Requirements	Essential	Desirable

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance	✓			✓
	Involves line manager/colleagues in setting and meeting targets	✓	✓		✓
	Reorganises work when necessary	✓			✓
	Sees tasks through to completion whenever possible	✓			✓
	Seeks help if workload becomes unmanageable	✓	✓		✓
	Uses initiative to report issues that arise that impact on others	✓	✓		✓

Assessment Method					
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results	✓			✓
	Understands that changes are needed if things are to be improved	✓			✓
	Finds new and creative ways of doing things better	✓			✓
	Actively seeks to develop own skills and knowledge	✓			✓
	Learns from mistakes & welcomes constructive feedback	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service	✓			✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent	✓			✓
	Understands the links between own professionalism and the possible impact on the Authority's image	✓			✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues	✓	✓		✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary	✓			✓
	Actively seeks to help others	✓			✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand	✓			✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation	✓			✓