



**Corporate Services & Strategy**

<b>Post Title</b>	Business Support Officer – Level 1		
<b>Post Number</b>	BG15106	<b>Grade</b>	5
<b>Base</b>	Various	<b>Hours</b>	37
<b>Car User Allowance</b>	Approved Casual	<b>Disclosure</b>	N/A
<b>Contact</b>	Hannah Meyrick	<b>Updated</b>	23 <sup>rd</sup> July 2015
<b>Politically restricted</b>	<input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Yes *</b>		

\* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

**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. Providing day to day support and advice to other business support officers.

**Essential Personal Attributes**

1. Have a customer focussed approach to service delivery.
2. A dynamic and enthusiastic approach to the challenge of achieving 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. Assisting the Senior Business Support Officer with the allocation of work to the other business support staff within the team.
2. Providing advice, support and daily supervision to other Business Support Officers within the team.

3. Supporting the Senior Business Support Officer in developing standard operating procedures and implementing improvements and changes to the service.
4. To carry out performance reviews and monthly supervision for Business Support Officers to assess performance and provide direction where issues arise.
5. To provide cover for other Business Support Officer posts, in order to provide continuity.
6. Production and collation of agenda items for relevant meetings, including chasing progress from contributing officers, and distributing the relevant paperwork to attendees, such as internal Officers, external professionals and elected Members.
7. Arranging and attending relevant meetings and panels to take notes/ detailed minutes, as set out in the service specification.
8. Creating and developing spreadsheets and databases and updating via data entry, in order to extract the information and provide the appropriate level of analysis for the relevant service areas.
9. Maintaining and developing ICT systems and databases. Creating new records and allocating access permissions.
10. Collate information for quality assurance prior to internal and external audits.
11. Ensuring personal information is provided to relevant parties via secure email (GCSX)
12. Respond to and collate information for Freedom of Information Act requests.
13. Dealing with service requests and queries from members of the public, Elected Members and external organisations and liaising with the relevant service, as appropriate.
14. To deal with service users with tact and diplomacy at all times.
15. Coordinating complaints and compliments for the relevant service areas of the Council and ensuring that they are dealt with within the designated timescales.
16. Timely and accurate collation of sickness absence returns and statistics for submission, for both Council wide and Directorate use.
17. Administering card payments over the telephone for members of the public and external companies.
18. Contacting relevant Managers and staff for information for performance returns, for both internal and external reporting.
19. Formatting self service documents i.e. presentations, reports for DMT and Council meetings.
20. Authorising orders raised on e-purchasing system.
21. To undertake the administration of the Open Options system as a Super User.

22. Administer the process for Sundry Debtor requests.
23. Developing staff rotas (where appropriate)
24. To comply with the Data Protection Act and to maintain confidentiality at all times.
25. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
26. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice
27. 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 5

### 1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	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	✓			
Qualified at NVQ Level 3 in a relevant field in Business Administration.	Desirable	✓			
CLAIT/ECDL	Desirable	✓			
<b>Other experience</b>					
Experience of working in a business support environment.	Essential	✓	✓		
Effective Supervision of staff through performance reviews and regular supervision	Essential	✓	✓		
Experience of working with Members of the public and Elected Members	Essential	✓			
<b>Knowledge/Skills</b>					
An understanding of Council services	Essential	✓			
Ability to manage own workload and heavy 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	✓	✓		

### 2. Welsh Language Requirements (please select one of the following)

	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓	✓		
Welsh language skills are essential and candidates should either possess the relevant skills or be prepared to learn them when appointed to the post (levels 1-3).	Essential	✓	✓		
Welsh language skills are essential (levels 4 and 5).	Essential	✓	✓		

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

### 3. Special Requirements

	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Access to a vehicle for work purposes	Essential	✓			

#### 4. 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.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	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	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	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
<b>Providing Excellent Customer Service</b>	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
<b>Team Working</b>	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
<b>Communicating</b>	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	✓	✓		✓