

Job Description



Corporate Services Department

| | | | |
|-------------------------------|---|-------------------|----------------------------|
| Post Title | Business Support Assistant – Level 4 | | |
| Post Number | BG | Grade | 4 |
| Base | Various | Hours | 37 |
| Car User Allowance | | Disclosure | Varied |
| Contact | Hannah Meyrick | Updated | 23 rd July 2015 |
| Politically restricted | <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes * | | |

* 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. Arranging and attending relevant meetings and panels to take notes/ detailed minutes, as set out in the service specification.
4. Dealing with service requests and queries from members of the public, Elected Members and external organisations and liaising with the relevant service, as appropriate.
5. To deal with service users with tact and diplomacy at all times.
6. Coordinating complaints and compliments for the relevant service areas of the Council and ensuring that they are dealt with within the designated timescales.
7. Timely and accurate collation of sickness absence returns and statistics for submission, for both Council wide and Directorate use.
8. Administering card payments over the telephone for members of the public and external companies.
9. Dealing with the petty cash banking and ensuring that the petty cash is administered appropriately.
10. Contacting relevant Managers and staff for information for performance returns, for both internal and external reporting.
11. Creating and developing spreadsheets and databases and updating via data entry and providing the appropriate level of analysis for the relevant service areas.
12. Production of agendas and collation of agenda items for relevant meetings, including chasing progress from contributing officers.
13. Distributing the relevant paperwork for meetings to attendees, such as internal Officers, external professionals and elected Members.
14. Formatting self service documents i.e. presentations, reports for DMT and Council meetings.
15. To provide cover for other Business Support Officer posts, in order to provide continuity.
16. To comply with the Data Protection Act and to maintain confidentiality at all times.
17. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
18. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
19. Undertake such other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

Person Specification – Non Managerial

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 | ✓ | ✓ | | |
| Other experience | | | | | |
| Experience of working in a business support environment. | Essential | ✓ | | | |
| Effective Supervision of staff | 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 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 |
|-------------------------|-----------------------|------------------|-----------|------------------------|---------------------|
| | | | | | |
| | | | | | |
| | | | | | |

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 |
| 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 | ✓ | ✓ | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|---------------------------------|--|-------------------|-----------|---|---|
| | | 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 | ✓ | ✓ | | ✓ |