


<b>Profile Title:</b>	Business Support Officer	 <b>BARNSLEY</b> Metropolitan Borough Council			
<b>Reports to:</b>	Team Leader/Senior Office				
<b>Employee Management:</b>	None	<b>Grade:</b>	5	<b>Profile Ref:</b>	85609
<b>Purpose of the Post</b>					
To support and contribute towards the work of a range of statutory and strategic , boards and sub groups through provision of an effective technical business support service.					
<b>Responsibilities</b>					
<ul style="list-style-type: none"> <li>Co-ordinate and provide technical business support to a range of statutory and strategic boards and sub groups where emotive , sensitive and confidential content is a regular feature, accurately recording board decisions, producing board minutes/action schedules at speed and directly onto mobile IT devices.</li> <li>Liaise and collaborate with internal and external stakeholders including managers, employees and members of the public, obtain relevant reports and key messages from agencies for timely submission to Boards, and ensure information and communication links are maintained.</li> <li>Organise and co-ordinate meetings, diaries and appointments, ensuring schedules and venues are appropriate for attendees.</li> <li>Ensure effective prioritisation of queries, responding to the urgent nature of particular information.</li> <li>Deal sensitively with telephone and face to face enquiries providing appropriate advice and guidance to customers as required.</li> <li>Respond to a variety of correspondence, dealing with incoming and outgoing information.</li> <li>Ensure performance information is coordinated, analysed and evaluated and produce statutory reports/information/data which is appropriate for a range of audiences including senior managers, elected members, employees and members of the public, and ensure reporting through to sub groups and ultimately the boards.</li> <li>Undertake administrative duties whilst dealing with interruptions, queries and conflicting demands arising from customer queries and requests.</li> <li>Assist in the design and development of internal business support systems and processes to ensure the efficient functioning of the service.</li> <li>Input, check and maintain a variety of electronic and paper-based systems including statutory registers, ensuring information is accurate and stored appropriately.</li> <li>Develop and maintain knowledge of regulations, policies and procedures which have implications for service delivery.</li> </ul>					
<b>Education and Training</b>					
					Measure
					Rank
<ul style="list-style-type: none"> <li>Level 3 qualification or equivalent in a relevant area.</li> </ul>					A/C
<ul style="list-style-type: none"> <li>Commitment to progress to Level 4 qualification as part of continuous personal development</li> </ul>					E
					A/C
					E
<b>Relevant Experience</b>					
					Measure
					Rank
<ul style="list-style-type: none"> <li>Experience of working within a business support environment.</li> </ul>					A/I
<ul style="list-style-type: none"> <li>Considerable experience of working with highly confidential and sensitive information.</li> </ul>					E
<ul style="list-style-type: none"> <li>Considerable experience of accurately recording proceedings in complex forums,</li> </ul>					A/I
					E

including multi agency settings, directly inputting onto keyboards at speed .		
• Experience of establishing business systems, processes and procedures to increase efficiency.	A/I	E
• Experience of managing a diverse and challenging workload.	A/I	E
<b>General and Special Knowledge</b>	<b>Measure</b>	<b>Rank</b>
• Knowledge and understanding of national and local government policies and agendas.	A/I	E
• Working knowledge of services within the Council and key partners	A/I	E
• Good working knowledge of computer based systems including Microsoft Office.	A/T	E
• Good knowledge in relation to information governance, data protection, health & safety and risk management.	A/I	E
• An awareness of people facing personal problems.	A/I	D
<b>Skills and Abilities</b>	<b>Measure</b>	<b>Rank</b>
• Good communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders and the ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers.	A/I	E
• Ability to produce clear and accurate records of highly confidential and/or contentious information, including within meetings, using a keyboard at speed.	A/I/T	E
• Emotional resilience and composure when dealing with information and situations that are difficult and emotive in content	A/I	E
• Ability to handle and process considerable amounts of manual and computerised information ensuring accuracy of processing and safeguarding of sensitive and confidential information.	A/I	E
• Good analytical skills with an ability to interrogate problems , follow through to logical conclusions , giving attention to detail and the ability to report findings.	A/I	E
• Ability to work methodically and with organisation, managing a diverse and challenging workload, managing multiple tasks with a high level of attention to detail and prioritising work to meet tight deadlines	A/I	E
• High professional standards with the ability to work on own initiative and perform duties with a high degree of tact and diplomacy.	A/I	E
• Ability to work flexibly as part of a team.	A/I	E
<b>Additional Requirements</b>	<b>Measure</b>	<b>Rank</b>
• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.	A/I	E
• Willing to undertake training and continuous professional development in connection with the post.	A/I	E
• Work in accordance with the council's visions, priorities, values and behaviours.	I	E
• Able to undertake any travel in connection with the post.	A/I	E