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| **Profile Title:** | Business Support Officer Lv2 | bmbccolb |
| **Reports to:** | Business Support Team Leader |
| **Employee Management:** | None | **Grade:** | 03 | **Profile Ref:** | 77731 |
| **Purpose of the Post** |
| To provide an effective Business support service to a diverse range of front line and statutory services in accordance with the relevant government legislation and guidelines.  |
| **Responsibilities** |
| * Deal with telephone and face to face enquiries, providing advice, guidance, signposting and support to internal and external customers, across a diverse range of service functions in line with legislation, regulations, policies and procedures.
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| * Triage and direct referrals and requests for service received via all channels to the relevant service teams to ensure a timely response and excellent customer service.
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| * Process a range of referrals/ requests for service/applications, applying ‘rules and guidelines’ and confirm outcomes to customers, dealing with all associated incoming and outgoing information.
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| * Input , record, check and maintain a variety of computer and paper-based systems, including bespoke service databases, ensuring information is accurate, stored securely and confidentially, and in accordance with information governance protocols, and produce standard reports.
 |
| * Organise and provide support at a range of statutory meetings, where emotive content is a regular feature, producing accurate minutes and action schedules and liaising effectively with both internal and external stakeholders.
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| * Undertake financial administration including placing orders, raising sales orders, paying invoices/internal recharges, reconciling income , updating casefiles where relevant, using electronic systems and in line with the financial regulations of the Council.
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| * Administer, variable amounts of petty cash, in line with financial regulations and procedures, ensuring safe-keeping and reconciliation of all imprests against records.
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| * Liaise and collaborate with internal and external stakeholders including managers, employees and members of the public, ensuring information and communication links are maintained.
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| * Undertake administrative duties whilst dealing with interruptions, queries and conflicting demands arising from customer queries and requests.
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| * Maintain awareness of legislation and regulations, policies and procedures which have implications for service delivery.
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| * To contribute to the development, maintenance and review of systems and procedures to ensure effective and efficient administration of the service, in line with government legislation and guidance
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| **Education and Training** | **Measure** | **Rank** |
| * Level 2 qualification or equivalent (e.g. 4 GCSEs at Grades A\*-C).
 | A/C | E |
| * Training on Microsoft Office applications .
 | A/C | D |
| **Relevant Experience** | **Measure** | **Rank** |
| * Experience of working within a business support environment.
 | A/I | E |
| * Proven experience of working with highly confidential and sensitive information.
 | A/I | E |
| * Experience of working with financial information.
 | A/I | E |
| * Experience of servicing meetings and minute taking directly onto mobile devices at

 speed and with accuracy  | A/I/T | D |
| **General and Special Knowledge** | **Measure** | **Rank** |
| * Knowledge of current issues facing local government.
 | A/I | E |
| * Good working knowledge of computer based systems including Microsoft Office.
 | A/T | E |
| * Knowledge of the importance of confidentiality and working safely.
 | A/I | E |
| * Knowledge and understanding of Local Government financial regulations.
 | A/I | D |
| **Skills and Abilities** | **Measure** | **Rank** |
| * Good communication and interpersonal skills with the ability to communicate clearly and effectively in both written and verbal formats with members of the public, other employees and external organisations.
 | 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 |
| * Emotional resilience and composure when dealing with information and situations that are difficult and emotive in content.
 | A/I | E |
| * Ability to organise and prioritise conflicting workloads to meet strict deadlines.
 | A/I | E |
| * Ability to work flexibly as part of a team.
 | A/I | E |
| * Ability to word process information directly onto mobile devices at speed and with accuracy
 | A/I/T | D |
| **Additional Requirements** | **Measure** | **Rank** |
| * 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 |