


Profile Title:	Business Support Officer Lv2	 BARNSLEY Metropolitan Borough Council			
Reports to:	Team Leader/Senior Officer				
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					
<ul style="list-style-type: none"> 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. 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. 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. 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. 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. Administer, variable amounts of petty cash, in line with financial regulations and procedures, ensuring safe-keeping and reconciliation of all imprests against records. Liaise and collaborate with internal and external stakeholders including managers, employees and members of the public, ensuring information and communication links are maintained. Undertake administrative duties whilst dealing with interruptions, queries and conflicting demands arising from customer queries and requests. Maintain awareness of legislation and regulations, policies and procedures which have implications for service delivery. 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 					
Education and Training					
					Measure
					Rank
Level 2 qualification or equivalent (e.g. 4 GCSEs at Grades A* -C).					A/C
Training on Microsoft Office applications .					A/C
					E
					D

Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> Experience of working within a business support environment. Proven experience of working with highly confidential and sensitive information. Experience of working with financial information. Experience of servicing meetings and minute taking directly onto mobile devices at speed and with accuracy 	A/I A/I A/I A/I/T	E E E D
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> Knowledge of current issues facing local government. Good working knowledge of computer based systems including Microsoft Office. Knowledge of the importance of confidentiality and working safely. Knowledge and understanding of Local Government financial regulations. 	A/I A/T A/I A/I	E E E D
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> 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. 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. Ability to handle and process considerable amounts of manual and computerised information ensuring accuracy of processing and safeguarding of sensitive and confidential information. Emotional resilience and composure when dealing with information and situations that are difficult and emotive in content. Ability to organise and prioritise conflicting workloads to meet strict deadlines. Ability to work flexibly as part of a team. Ability to word process information directly onto mobile devices at speed and with accuracy 	A/I A/I A/I A/I A/I A/I/T	E E E E E D
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. Willing to undertake training and continuous professional development in connection with the post. Work in accordance with the council's visions, priorities, values and behaviours. Able to undertake any travel in connection with the post. 	A/I A/I I A/I	E E E E