


Profile Title:	Business Support Officer	 BARNSLEY Metropolitan Borough Council				
Reports to:	Senior Officer/Team Leader					
Employee Management:	None	Grade:	4	Profile Ref:	77725	
Purpose of the Post						
To provide an effective business support service to a diverse range of front line and statutory services in accordance with relevant government legislation and guidelines.						
Responsibilities						
<ul style="list-style-type: none"> • Provide an efficient and confidential business support service to front line and statutory services • 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. • Respond to a variety of correspondence, dealing with incoming and outgoing information. • Liaise and collaborate with internal and external stakeholders including managers, employees and members of the public, ensuring information and communication links are maintained. • Support Statutory Meetings, including recording of decisions accurately and at speed and directly onto e forms, templates using mobile IT devices. • Organise and co-ordinate meetings, diaries and appointments, ensuring schedules and venues are appropriate for attendees. • Undertake a variety of project work and research, ensuring information is of high-quality and completed according to deadlines. • Analyse and evaluate data/information and produce reports/information/data which is appropriate for a range of audiences including senior managers, elected members, employees and members of the public. • Undertake administrative duties whilst dealing with interruptions, queries and conflicting demands arising from customer queries and requests. • Assist in the design and development of internal business support systems and processes to ensure the efficient functioning of the service as well as ensuring that confidential information is dealt with appropriately. • Input, check and maintain a variety of electronic and paper-based systems, ensuring information is accurate and stored appropriately. • Undertake financial administration including placing orders, reconciling and processing payments using electronic systems. • Develop and maintain knowledge of regulations, policies and procedures which have implications for service delivery. 						
Education and Training					Measure	Rank
<ul style="list-style-type: none"> • Level 2 qualification in an appropriate area. • Training on Microsoft Office. 					A/C	E
					A/C	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 undertaking research and providing written and verbal reports of findings. • Experience of working with financial information, solving problems in relation to payments and billing. • Experience of servicing meetings and minute taking directly onto mobile devices at speed and with accuracy 	A/I A/I A/I A/I A/I/T	E E E E D
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> • Knowledge and understanding of national and local government policies and agendas. • Good working knowledge of computer based systems including Microsoft Office. • Good knowledge in relation to information governance, data protection, health & safety and risk management. • Knowledge and understanding of project management techniques. 	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, 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. • Ability to interrogate problems and follow through to logical conclusions. • Ability to handle and process considerable amounts of manual and computerised information ensuring accuracy of processing and safeguarding of sensitive and confidential information. • Ability to word process information directly onto mobile devices at speed and with accuracy • Emotional resilience and composure when dealing with information and situations that are difficult and emotive in content. • Good analytical skills with attention to detail and the ability to report findings. • Ability to organise and prioritise conflicting workloads to meet strict deadlines. • Ability to work flexibly as part of a team. 	A/I A/I A/I A/I/T A/I A/I A/I A/I	E E E D E E E E
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