Job Description

For Business Support Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Business Support Officer	JEID	AD001
Salary Grade:	Grade E		
Team:	Business Support		
Service Area:	Business and Customer Services		
Primary Location:	Nuneaton Justice Centre		
Political Restriction	This position is not politically restricted.		
Responsible to:	Business Support Team Lead		
Responsible for:	N/A		

Role Purpose

This role is part of Warwickshire County Council's Business Support Service, delivering high quality, professional business support to services across the organisation.

Business Support contributes to the effective running of the Council and the achievement of the Council vision to make Warwickshire the best it can be, sustainable now and for future generations.

You will work in a team to provide effective, flexible and responsive business support to one of the Council's services, with the ability to support other teams as necessary.

You will work proactively, looking for news way of working, contributing to the outcomes of the service you are supporting as well as the outomes of the Business Support Service.

Role Responsibilities

As a Business Support Officer, you will be responsible for the effective delivery of a range of routine business support activities as specified within the Business Support Service Specific Offers, directed by your Business Support Team Lead and in liaison with relevant Operational and Service Managers.

These may include:

- Arranging and supporting complex meetings and panels
- Arranging and supporting conferences, training and events
- Typing and document production
- Data input and interrogation
- Document management and retrieval

- Scanning, copying and printing
- Customer liaison (including customer call handling and reception duties)
- Post services
- Finance support (e.g. raising orders and processing payments)
- Facilities support
- Team and colleague support (e.g. diary and email management)

This list is not exhaustive but gives a general outline of the types of activities that fall within the definition of Business Support.

As a Business Support Officer, you will demonstrate excellent customer service at all times, interacting sensitively, professionally and maintaining confidentiality with both colleagues as well as customers.

You will contribute and assist Team Leads with identifying and implementing system and process improvements on a routine basis.

You will work proactively as part of a team, supporting that team to work effectively and efficiently, and assisting colleagues as required.

You will be committed to your personal and career development and willing to undertake further training as necessary.

You will work flexibly to meet the needs of the business, supporting the workforce in line with modern and flexible working arrangements.

You will work within the framework of Warwickshire County Council's policies and procedures and uphold the principles of the Equality Act.

You will ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety policy and procedures.

You will undertake as necessary any other duties that may be required by Warwickshire County Council.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks the cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Business Support Officer

Main Tasks

- To operate routine administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To receive, sort and distribute incoming/outgoing mail
- To provide a frontline customer response service and resolve basic queries.
- To send out routine communications, issue reminders and chase responses.
- To undertake a range of routine tasks specific to the service area, prioritising them as directed and working within approved procedures.
- To undertake routine financial processes including checking stock level and raising orders / requisitions in accordance with approved procedures.
- To check and look after office equipment bringing any issues to the attention of the supervisor.

• To collate, record store and retrieve data and information as required.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
Good literacy and numeracy skills	A, I, D
To be able to analyse and interpret factual information to solve straightforward problems	A, I
To be able to communicate, in person and/or in writing, a variety of information to a range of people	A, I
To be able to use a keyboard with some precision and speed	A, I, D
The ability to work under pressure including meeting deadlines and dealing with interruptions	A, D
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A, I
Experience of handling and processing manual or computerised information	A, I, D
The successful applicant will be subject to a criminal record check with the Disclosure & Barring Service (DBS) before the appointment can be confirmed	D

Desirable Criteria

	Assessed By:
Knowledge of Warwickshire County Council Social Care System - Mosaic	A

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☐ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	