



ROLE PROFILE

Role Title: Business Support Officer

Service: Corporate and Customer Services, Business Support

Directorate: Transformation, Housing and Resources

Accountable to: Senior Business Support Officer

Grade: Scale 4

Car Category: Casual

Work Style: Flexible Office Based Worker

Purpose of role

- To provide a professional flexible and resilient business support service to the Council, supporting process improvements and change
- To provide efficient and effective administration services as directed and maintain management information systems relating to the services being supported.
- To assist in the provision of telephony services from the Contact Centre in Ormskirk and face to face from the Customer Service Points in Skelmersdale and Ormskirk as and when required.

Key Objectives

1	To provide an efficient and confidential administrative support service to the management team of the service assigned to, including contract management support, correspondence, reports, mail, diaries, appointments and minute taking.
2	To accurately administer a range of management information systems, including correspondence, data protection, training development records, complaints and service requests and ensure that all relevant action is taken as necessary.





3	To liaise and consult with management members and staff within teams to ensure service related queries/issues are dealt with in an efficient and effective manner
4	To be a first point of contact in relation to queries from Councillors, Directors, senior officers and others to ensure that these queries are dealt with effectively and in a professional manner.
5	To respond to telephone, written enquiries and electronically delivered queries ensuring that the appropriate information and advice is provided.
6	To support the team/ service assigned to with the utmost professionalism and with a willingness to learn new processes and systems
7	To ensure the accurate maintenance of designated management information and control systems. Including the processing of information relating to health and safety and timesheets.
8	To liaise with external agencies and other service providers within the Council as necessary
9	When required, to process purchase orders / invoices / recharges promptly and in accordance with any Council contractual requirements.
10	To collate data as directed, ensuring the accurate input and maintenance of designated management information systems
11	To ensure that customer care standards are maintained to the highest level and complaints and grievances are dealt with in a courteous and sympathetic way.
12	To respond to face to face, telephony and electronic queries to the customer services section, resolving customer issues in the first instance as and when required.
13	To provide written reports and statistical information in an agreed format





14	To organise and coordinate internal and external meetings, including booking facilities, refreshments/hospitality, preparing agendas and any additional supporting information.
15	To assist in working towards service performance indicators as stated within the service performance plan
16	To have due regard for confidentiality at all times.

Scope

The post holder work as part of the centralised Business Support team and provide assistance to services across the Council to enable them to deliver their objectives. They will have contact with team and service managers from across the organisation, answering queries in a professional manner.

Work Profile

1. Strategy

The post holder is a member of the Business Support team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan.

2. Performance

The post holder will be responsible for the successful delivery of the tasks that they have are allocated and contribute to the overall performance of the wider team.

3. Service Quality

The post holder will assist in maintaining service quality to internal customers, through the effective delivery of their allocated tasks.

4. Resource Management

The post holder does not have any line management or budgetary responsibilities.





The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

5. Supervision and Management

The post holder does not have any line management or budgetary responsibilities.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will be expected to communicate professionally and effectively with those contacting the business support service or the team that the post holder is supporting

8. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate team, service and team managers and individual employees. They may also handle calls and written contact from other parties and external organisations.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

11. Working conditions





The post is office-based but may involve travel to other Council sites to provide support for services.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus:

To meet the Council's Standards of Customer Care at all times.

14. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.





19. Creativity

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

20. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

21. Work Context

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

The post is normally office-based, so no unusual physical demands have been identified.





PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Minimum qualification of GCSE English and Mathematics at grade C (grade 4-9) or above (or equivalent) OR equivalent comparable work experience or the successful completion of a West Lancs Apprenticeship placement and qualification in a related subject	X		A
	Knowledge and experience of providing a customer focused front line enquiry service	X		A, I
	Customer service training	X		A, I
	Excellent ICT skills, including ability to use Word, Excel, Outlook and other packages as required	X		A, I
	Experience of working with data base systems to integrate and monitor service and customer information		X	A, I
Planning and organising work	Excellent organisational skills	X		A, I
	Excellent administration skills with a high level of attention to detail	X		A, I





	Ability to prioritise own workload, work under pressure and meet multiple deadlines	X		A, I
	Ability to handle confidential information	X		A, I
Planning capacity and resources	N/A			
Influencing and interpersonal skills	Ability to communicate effectively both orally and in writing	X		A, I
	Customer care / good interpersonal skills	X		A, I
	Ability to work as part of a team with a flexible approach	X		A, I
	Ability to deal effectively with vulnerable customers	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Enthusiastic and positive attitude	X		A, I
	Able to contribute constructive ideas to the team	X		A, I
Managing risk	Able to identify and report any risks encountered during the execution of the role	X		A, I
Managing change	Able to handle change with a resilient and positive attitude	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Able to work well under supervision	X		A, I
	Willingness to work flexibly	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)





	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		I
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COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together;**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

