

**OLDHAM COUNCIL**

**JOB DESCRIPTION**

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| **Job Title:** | Business Support Officer | | |
| **Directorate:** | Education, Skills & Early Years | **Division/Section:** | Lifelong Learning service |
| **Grade:** | Grade 2 | **JE Reference:** | BSO2 |

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| **Job Purpose:**  To work as part of a team to provide effective business support to the Lifelong Learning service curriculum teams, to contribute to their service delivery and achievement of their team objectives. |

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| **Key Tasks:** | |
| A. | Provide an excellent level of customer service including a wide range of learner queries, giving appropriate information, advice to support these |
| B. | Keep up to date with the knowledge and understanding of the service offer to support staff and learner queries effectively and attend briefings and meetings as appropriate |
| C. | Carry out a variety of administrative and clerical tasks, including enrolling learners, completing service specific forms and accurately entering these onto the Tribal Management Information System. |
| D. | Support the Curriculum teams with registers including absences, enrolments, attendance, learner messages and skills check bookings. |
| E. | Reconcile learner payments and expenses and complete petty cash claims as required |
| **General Tasks – Document & Data Management:** | |
| 1. | Type and produce presentations and to format existing presentation (not authoring). |
| 2. | Produce information in different formats, including letters, reports, charts, maps and tables, and undertake mail-merges, using branded templates where applicable. |
| 3. | Enter data into systems, including checks for completeness and correctness of information before inputting. |
| 4. | Design straightforward spreadsheets including the inputting of basic formulae. |
| 5. | Manipulate data within systems and run reports (including exception reports), analyse and correct errors as appropriate. |
| 6. | Maintain effective and efficient office and information systems, including compliance with external requirements where necessary. |
| 7. | Undertake filing, both paper and computerised, and co-ordinate the archiving of documents and information according to the Council’s Data Retention Policy. |
| **General Tasks – Financial Resources** | |
| 8. | Provide financial and statistical information to others. |
| 9. | Order goods and services, raise and process purchase orders, cheques and invoices as directed using the Council’s financial management system. |
| 10. | Take and record payments and issue receipts, including the processing of online payments. Balance and reconcile payments, and bank monies, as necessary. |
| 11. | Investigate and resolve straightforward financial queries using appropriate procedures and processes. |
| **General Tasks – Customer Relations (Internal & External)** | |
| 12. | Effectively handle a variety of queries, on the telephone and in person, which may require investigation and later responding to enquirers, or require escalation to another team member or section. This could include receiving and recording complaints. |
| 13. | Undertake reception duties, including welcoming and escorting visitors. |
| **General Tasks – Meetings & Events** | |
| 14. | Organise and set-up meeting rooms/venues for events and any associated equipment, as directed, plus order refreshments where appropriate in line with service offer. |
| 15. | Co-ordinate suitable meeting dates for a small number of attendees, where requested, including arranging car park spaces at designated locations for meeting attendees. |
| 16. | Prepare agendas including standing items and request items from others. |
| 17. | Take informal and formal minutes as required, and record action points. |
| 18. | Make business travel and accommodation arrangements, as instructed, and in line with Council guidelines. |
| 19. | Maintain schedules of meetings, reviews and events. |
| **General Tasks – Physical Resources** | |
| 20. | Order supplies, e.g. repeat orders and standard items, to maintain sufficient stock levels, checking deliveries for completeness. |
| 21. | Obtain, issue and record equipment and resources as part of a booking system. |
| 22. | Carry out basic maintenance of office equipment, including replenishing paper and changing toners, reporting faults on equipment, furnishings and fittings to the relevant person, as necessary. |
| 23. | Order printing of documents by external providers as directed. |
| **General Tasks – General Clerical Duties** | |
| 24. | Undertake a variety of administrative and clerical tasks, such as dealing with post, assisting with bulk mail outs, photocopying and scanning documents, etc. |
| **General Tasks – Demonstration of own duties** | |
| 25. | Undertake demonstration of own duties to others (not formal training). |

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| **Standard Duties:** | |
| 1. | To actively promote the equalities and diversity agenda in the workplace and in service delivery. |
| 2. | To uphold and implement policies and procedures of the Council; including customer care, data protection, finance, ICT, safeguarding and health & safety policies. |
| 3. | To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda. |
| 4. | To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role. |
| 5. | Undertake any additional duties commensurate with the level of the post. |

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| **Contacts:**  Colleagues with own team, and the rest of the Council, internal and external customers including the public, partner organisations, for example; the NHS or First Choice Homes Oldham. |

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| Relationship To Other Posts In The Department: | |
| **Responsible to:** | Business Support Co-ordinator |
| **Responsible for:** | Not applicable |

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| **Special Conditions:**  None |

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| **Values and Behaviours:** |
| By living our Values and Behaviours we will deliver the change we need to meet our Corporate ambitions for Oldham.  **Our Values:**  **Proud**  We take pride not only in what we deliver for the residents of Oldham but also in how we deliver it.  **Ambitious**  We recognise the challenges we face and are committed to setting high aspirations to overcome them, with determination and focus.  **Together**  We believe in shared solutions, working across sectors and with our communities to achieve common goals and deliver the quality services Oldham deserves. |
| We have **five Behaviours** which outline the priority areas of focus for staff at all levels:   * Work with a Resident Focus * Support Local Leaders * Committed to the Borough * Take Ownership and Drive Change * Deliver High Performance   More information around our Values and Behaviours can be found on our Greater. Jobs pages together with information about the staff benefits we offer. |

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | July 2007 | Corrina Sutton | HR Advisor – Reward |
| **Reviewed** | December 2010 | Anne Nikolaou | Head of Business Support |
| **Reviewed** | January 2017 | Corrina Sutton | Reward & Recognition Strategy Lead |

**OLDHAM COUNCIL**



**PERSON SPECIFICATION**

**Job Title:** Business Support Officer (BSO2)

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|  | **Selection criteria**  **(Essential)** | **Selection criteria**  **(Desirable)** | **How Assessed** |
| Education & Qualifications | Sufficient literacy and numeracy to undertake the tasks and duties of the role | NVQ2 in Business Administration or equivalent | AF / I  (Certificate) |
| **Experience** | Experience of using computer packages for word-processing, spreadsheets and databases, plus using the internet and sending/receiving e-mails  Experience of undertaking a range of administration and clerical tasks  Experience of following instructions, procedures, processes and/or policies, including financial procedures | Experience of using Windows Operating System and Microsoft Office Programs | AF / I  AF / I / T  AF / I |
| **Skills & Abilities** | Customer service skills to deliver polite, courteous and efficient service to colleagues, partners and service users  Organisational skills to complete tasks to deadlines, re-prioritising own work if necessary  Teamworking skills to work effectively with others to meet deadlines and complete work to the required standard  Problem solving skills to interpret information/situations and solve straightforward problems  Able to produce work to required standards without close supervision |  | AF / I / T  AF / I  AF / I  AF / I / T  AF / I / T |
| **Knowledge** | Understanding of data protection issues and the need to keep person data secure and confidential |  | AF / I |
| Work Circumstances | Able to work flexibly to meet the needs of the service including at different locations |  | Interview |

*Abbreviations:* AF = Application Form; I = Interview; T = Test

**NB. - Any candidate that meets the criteria of our Guaranteed Assessment Scheme and meets the essential criteria of the role, will be guaranteed the first stage of assessment (whether that is an interview or another assessment, as appropriate).**

**Our Guaranteed Assessment Scheme supports candidates with disabilities, have previously been in or currently in care, those that are carers, and those who have served in the Armed Forces as a regular, reserve or cadet.**