

Role profile – Business Support Officer

- **Location:** Number One Riverside, Smith Street, Rochdale, OL16 1XU
- **Salary:** Grade 4 £26,403 to £28,142
- **Annual Leave:** 25 days rising to 30 days with five years continuous service, plus Bank Holidays
- **Benefits:**
 - Discounted Gym membership
 - Staff Groups, including Gardening, Menopause Café & Crafting
 - Workplace Wellbeing initiatives
 - Lifestyle savings platform (Vivup)
 - Bee Network
 - Blue Light Card eligibility
 - Employee Assistant Programme (EAP)
 - Metro Moneywise - Credit Union
 - Pension
 - 2 days paid volunteering

Succeed at Rochdale

- Support to thrive and develop your career
- Progression opportunities
- Culture of learning & development
- Wellbeing support
- Best Corporate Workplace in the UK
- Located at the Heart of Riverside surrounded by shops, cafes, bars & leisure facilities
- Fabulous public transport links

Overview - duties

- Preparation and collation of information including minute taking
- Diary management of teams including organising statutory meetings and supervisions (relating to the Family Safeguarding model)
- Assisting in the procurement of goods and services including financial tasks in line with policies and procedures
- Working in an exciting and fast-paced environment alongside multi-agency teams of Social Workers, Family Workers, Domestic Abuse colleagues etc
- Monitoring service and team specific mailboxes
- Maintaining data quality in relation to all Children's Services records including input and retrieval on a variety of software applications
- Respond to ad-hoc requests

Purpose - objectives

Rochdale Children's Services are looking to recruit Business Support Officers who want to play a part in making a real difference to others and who would like a new and exciting challenge.

We are a friendly, flexible and passionate team who provide professional administrative and financial support to managers and operational staff in Children's Social Care and Early Help and Schools.

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Person specification

Assessed via CV

Skills, Experience & Knowledge

1. Office administration experience
2. Knowledge of ICT systems and packages ie: Microsoft teams and specialist databases
3. Excellent communication and inter-personal skills
4. Exceptional organisational skills with experience of diary management would be an advantage
5. A flexible approach and be able to adapt to the changing needs of the service
6. Demonstrate the ability to prioritise the workload and be able to work to deadlines

Value

Pioneering, Passionate & Proud

(Guidance)

Grade 1 – 4 (max 5 points)

Grade 8 – 10 (max 10 points)

Grade 5 – 7 (max 7 points).

Grade 10+ maximum 12 points

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Person specification



The remainder of the person specification will be assessed at stage 2 of the recruitment process

Skills and experience

How assessed (A, I, P Assessment, Interview, Presentation)

1. Please give details of your experience of preparing, interpreting and presenting data correctly	Assessment, Interview
2. Please give details of your experience of working on your own initiative	Interview
3. Please give details of how you have prioritised work and multi-tasked	Interview
4. What experience of organising and minuting meetings do you have	Interview
5. What experience do you have of allocating finance and handling cash accurately	Interview

Knowledge

How assessed (A, I, P Assessment, Interview, Presentation)

6. How would you work to deadlines and produce work to a high level of accuracy	Interview
7. What is your understanding of the data importance of confidentiality and data protection	Interview
9. How would you communicate clearly, courteously and effectively with a range of people from a range of social and cultural backgrounds?	Interview