

Role profile – Business Support Assistant

- **Location:** Number 1 Riverside
- **Salary:** Grade 3 (£26,427 - £26,847 pro rata)
- **Temp Post: 18 months Hours: 30**
- **Annual Leave:** minimum 25 days for fulltime holiday increasing with service
- **Benefits:**
 - Flexible working hours
 - Workplace Wellbeing initiatives
 - Lifestyle savings platform (Vivup)
 - Local Government Pension

Succeed at Rochdale

- **Support to thrive and develop your career**
- **Progression opportunities**
- **Culture of learning & development**
- **Ambitious plans for the future**
- **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

The Work and Skills team part are looking to recruit two local residents; one to help support with the administrative duties of the ESOL Advice Service & Talk English team, working across multiple Microsoft applications and digital platforms.

The first role will be supporting the project that works with people from a variety of different communities and backgrounds whose first language isn't English, so we need someone that is able to communicate effectively with this cohort and have an understanding of the different ethnic and cultural backgrounds that live across the borough.

The second role will support the Work and Skills Team with administrative and customer service duties utilising Microsoft applications, social media platforms and a CRM system). This will involve communicating with residents in person, via email and via telephone with a need for excellent note taking and attention to detail.

Purpose

Both roles include providing a range of business support services, including input and analysis of data, contact with service users and managing meetings.

To respond pro-actively to requests for advice, guidance and support in an efficient, effective and timely manner, with minimum recourse to supervisors.

To provide effective communication and responsive business support to the ESOL Team and to update and maintain the database with accurate information,. To process referrals and to respond to requests for information, using initiative to resolve at point of contact where appropriate and escalating where necessary.

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Person specification



Assessed via Application

Skills, Experience & Knowledge

1. To possess or be willing to work towards GCSE English and Maths at grade A*- C or 9-4 or an alternative level 2 qualification in literacy and maths	6. Experience of working in a changing environment demonstrating flexibility and a positive attitude
2. Experience of providing excellent customer service	7. Ability to update and maintain the database system and any other electronic systems with accurate and timely information, ensuring that data is protected and secured in line with relevant legislation and policies.
3. Recent administrative experience	8. Please give details of your ability to prioritise and work on own initiative and work effectively as a member of a team
4. Communicate effectively and sensitively with a wide range of people in person, in writing and via telephone.	9. For external candidates – please confirm you are a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale.
5. Ability to administer meetings, forums and training sessions, including scheduling, agenda preparation, invites, accurate and timely minute taking and following up / monitoring any actions required.	10. Some evening, weekend work and travel may be required

Values

Pioneering, Passionate & Proud

Please provide an example of a time when you were Proud of a piece of work you were involved in.

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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. Ability to develop and maintain productive working relationships with residents, learners and stakeholders

Interview

2. Ability to use appropriate social media and other communication methods to promote the work of the team to businesses, residents and partners.

Interview

3. Experience of providing excellent customer service and administrative tasks

Interview

4. Computer literacy including inputting data, as well as having the ability to identify and use digital resources effectively.

Interview/Assessment

5. Ability to plan, prioritise and manage workloads, use own initiative, work under pressure and meet deadlines.

Interview

6. Awareness of the cultural and social background of the client base.

Interview

Knowledge

7. Knowledge and understanding of the needs and issues faced by residents in the Borough who are looking for training and employment opportunities, including English Language and digital support and the role of the Local Authority.

Interview