

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE : ECONOMY AND PLACE
SECTION : CAPITAL PROJECTS AND HIGHWAYS
LOCATION : NUMBER ONE RIVERSIDE, SMITH STREET, ROCHDALE
JOB TITLE : BUSINESS SUPPORT ASSISTANT
POST NUMBER :
Grade : GRADE 3
Accountable to : SENIOR BUSINESS SUPPORT OFFICER
Accountable for : None
Hours of Duty : 37 hours per week in accordance with the provision of the Authority's Scheme of Flexible working and operational requirements of the Team.

Any Special Conditions of Service

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

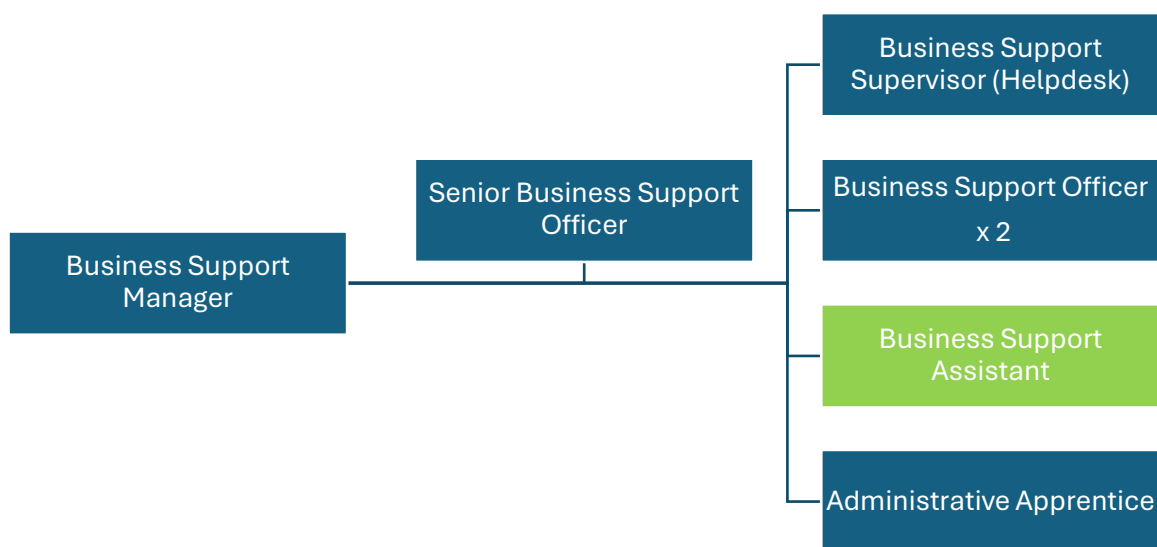
This post is not Politically Restricted in accordance with the current regulations.

External candidates to be eligible to apply for this post you must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale (e.g. your household must pay council tax to Rochdale council)

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

Business Support Team



PURPOSE AND OBJECTIVES OF THE JOB

To provide an effective, efficient and timely administrative support Service within the business support team to enable delivery of general administrative, financial, Information Governance and Corporate tasks for Highways, Property and Strategic Housing Services.

To provide support and assistance as and when required for the Property Services Helpdesk. Ensuring phone calls are dealt with in a timely manner, input data to Technology Forge (Managed Property Services database), raise purchase orders and other financial processing tasks and duties and deal with Adhoc requests and enquiries on a daily basis.

To support the team, maintain and update other corporate databases used across the Service in conjunction with service requests and to deliver a consistent, high quality and customer focused service.

Control of Resources

- Personnel** : To be responsible for your own direction, support and motivation.
- Financial** : To work in accordance with the Financial Regulations and procedures of the Authority
- Equipment/Materials** : To be responsible for the safe use of equipment/materials used by the post holder
- Health/Safety/Welfare** : Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.
- Equality and Diversity:** To work in accordance with the Authority's policy relating to the promotion of Equality and Diversity.
- Training and Development** : The postholder will be responsible for assisting in the identification and undertaking of his/her own training and development

Relationships (Internal and External)

- Internal** :
- Executive Directors
 - Service Director
 - Managers and staff
 - Colleagues within the Service
 - Elected Members

- External** :
- Members of the public
 - Representatives of local/community groups
 - Representative of voluntary organisations and partner agencies
 - Officers of other local authorities, government departments and other public agencies
 - Members of Parliament
 - Training Providers

Responsibilities

- The postholder must** :
1. Perform his/her duties in accordance with Rochdale Council's Equality and Diversity policies.
 2. Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided
 3. Render an effective and efficient service.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our approach

Be aware of and apply these behaviours at all times

Principal Duties

1. Provision of general administrative support to Service Managers including, but not limited to:
 - Word Processing, including reports and action points from meetings
 - Sorting and delivery of incoming mail (including electronic mail)
 - Collating and despatching outgoing mail
 - Photocopying and distribution of documents
 - Filing (both hard copies and electronic)
 - Responding to telephone calls and e-mails
 - Providing cover for Property Services Helpdesk as required
 - Inputting data
 - Procurement of goods and services in line with financial rules/regulations
 - Issuing supplies of stationery and equipment

2. Preparation of statistical information using basic arithmetic and analysis
3. To maintain general office organisation/administration systems, both computerised and manual.
4. To provide cover and support for the Business Support Helpdesk Supervisor as and when required in conjunction with the Property Services Helpdesk times of 08:30 am to 16:30 pm.
5. To use ICT systems in completing duties – for example Word for typing letters and Excel for spreadsheets
6. To prepare routine correspondence around standard processes.
7. To prepare and keep up to date information about the service.
8. To assist in monitoring levels of office consumables, monitoring inventories and ordering stocks as appropriate.
9. To assist with the processing of orders and invoices, ensuring invoices are paid within the Council's timeframes and to collate orders, requisitions and delivery notes.
10. To assist with the preparation of Sundry Debtors Accounts. Prepare interservice recharges where required.
11. Maintain a record of cash and cheques received.
12. To deliver a customer focussed service by responding pro-actively to requests for advice, guidance and support in an efficient, effective and timely manner.
13. To liaise as appropriate with managers, officers, suppliers and customers.
14. To organise and prioritise own workload to ensure that deadlines are achieved and core services are maintained.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To attend meetings as and when required.
- 3 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Rose McGeown</u>	Date	<u>25/03/2021</u>
Agreed by Postholder	_____	Date	_____
Manager	_____	Date	_____

**Rochdale Borough Council
Person Specification**

Service:	Economy and Place	Post:	Business Support Assistant
Section:	CAPITAL PROJECTS AND HIGHWAYS	Post Number:	
Job Ref:		Grade:	Grade 3

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
Filter Questions		
(a) Qualification and Experience		
1 External candidates applying for this role must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale (e.g. your household must pay council tax to Rochdale council)	E	AF
2 Experience of IT applications including word processing, PowerPoint, databases, spreadsheets, Outlook and providing a range of administrative and financial support functions.	E	AF, I
(b) Skills and Knowledge		
3 Good verbal and written communication skills, to include handling confidential information and a high standard of literacy and numeracy.	E	AF, I
4 Able to work in a methodical manner and prioritise work in a pressured environment to meet targets and work as part of a team and on own initiative.	E	AF, I
5 An understanding of the value of employee development	D	AF
6 Commitment to Equality and Diversity and Customer Care policies	D	AF
(c) Special Working Conditions		
7 To provide assistance/cover for Property Services Helpdesk from 8.30am to 4:30pm Monday – Friday, as required.	E	AF, I
(d) Behaviours and Values		
8 Approach the job at all times using the values set out below <ul style="list-style-type: none"> • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our approach Be aware of and apply these behaviours at all times	E	AF