

**Ambitious Stockport, creating opportunities *for everyone***



**Thinking  
Stockport**



**Achieving as a  
Team**



**Working with  
Ambition**



**Showing everyone  
Respect**

## Job Profile and Working for Stockport

### Our Council

**Join us at Stockport Council – MJ Local Authority of the Year 2025**

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





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### About the Job

<b>Role:</b>	Business Support Assistant
<b>Service Area:</b>	Business Support
<b>Directorate:</b>	Corporate and Support Services
<b>Salary Grade:</b>	Scale 3

### Main Purpose of the Job

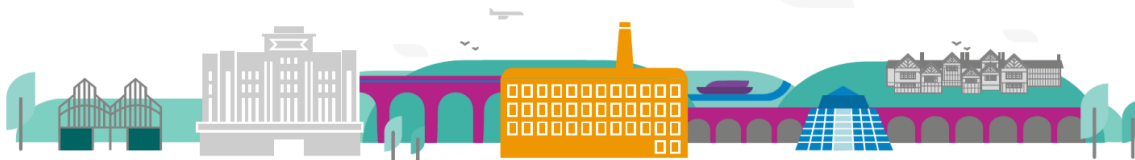
As a Business Support Assistant you will support the delivery of all Council services by providing high quality administration support, working with colleagues to help them transform and deliver their services. Our Business Support Service is structured into the thematic hubs listed below, with Business Support Assistants working in any of our hubs as needed:

- Applications, Licensing & External Customer Requests – predominately transactional application processing, referrals and fines.
- Boroughwide – predominately supporting Childrens Services
- Improvement – Improvement of Business Support Processes, recruitment & training
- Neighbourhoods & Satellites – predominately working in Community Sites
- Safeguarding – predominately supporting Adult Services
- SPEND – ensuring best value for money and processing payments
- School Admissions – school placements and travel

### Key Responsibilities

With some supervision or direction, you will be expected to undertake a range of activities including the following (although please note it is not an exhaustive list):

- Being the first point of contact for the service, providing a professional, effective and welcoming reception or meet and greet, call handling, electronic/postal/fax mail receipt, tracking, signposting and response.
- Promoting a welcoming and safe environment ensuring that all visitors are dealt with in accordance with the Building/Centre policies, monitoring and maintaining public display boards, leaflets stock levels and promotional goods.
- Using your general business knowledge and computer skills to provide service specific information including signposting to other appropriate services.



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- Performing transactional activity including checking referrals and applications, data inputting, financial transactions, stock checking and ordering, eligibility checks and support to complete applications.
- Accurately creating and maintaining records.
- Supporting the organisation and administration of meetings, taking notes at formal meetings and updating systems with agreed actions as appropriate.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

### **Additional Information**

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

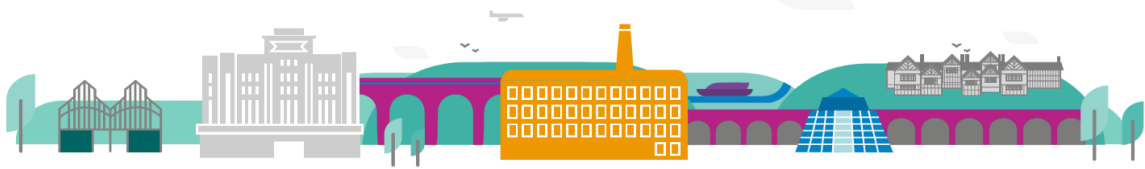


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### About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.
- Experience of working flexibly across teams to support projects and activities
- Experience of collating data and information
- Experience of providing effective customer service
- Experience of following procedures, guidance or frameworks
- Ability to work collaboratively with colleagues to achieve positive outcomes
- Excellent keyboard skills
- Excellent organisational skills
- Ability to interpret information
- Effective verbal and written communication skills
- Ability to work accurately to deadlines
- Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate



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