



Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

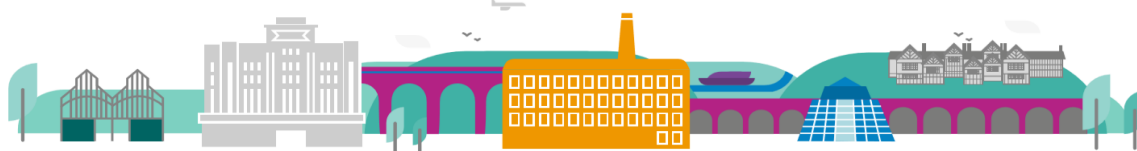
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

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/>



About the Job

Role:

Business Support Officer

Service Area:

Business Support

Directorate:

Corporate and Support Services

Salary Grade:

Scale 4

Main Purpose of the Job

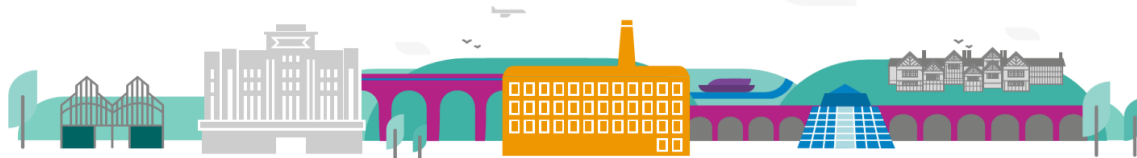
As a Business Support Officer, you will support the delivery of all Council services by providing high quality administration support, working with colleagues to help them transform and deliver their services. Our Business Support Service is aligned to Stockport Family predominately supporting Childrens and Young Peoples Services

For more detailed information on each Business Support Hub please refer to the Job Advert Booklet.

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):

- Taking personal responsibility for high quality customer services and a safe working environment.
- Providing technical answers in specific specialist areas of work.
- Providing supervision, support and direction to other Business Support Assistants and Apprentices and showing them how to use office systems and technology effectively.
- Undertaking high risk, high cost and complex processes ensuring complete accuracy and quality assurance.
- Contribute to updating of the Offices 'Operating Procedures'.
- Support the development of efficient and digital processes to ensure we deliver professional, customer focussed and cost-effective services.
- Gaining an in-depth knowledge of the service area; being able to answer complex queries, and signpost to other appropriate services. This will involve induction of new Business Support Assistants and Apprentices.
- Transactional activities, including cross-checking referrals and applications, data inputting and quality assurance, financial transactions, eligibility checks and support to complete applications.
- Create and maintain records with accuracy, maintain databases, produce spreadsheets, undertake analysis and generate reports that provide information in relation to a range of operational, financial and human resource matters.
- Overseeing and support stocktaking, ordering, receipting, invoice processing and resolve financial disputes.
- Where appropriate, manage accurate and auditable petty cash systems.
- 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

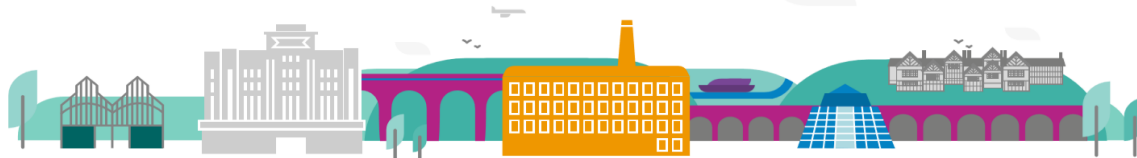
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs 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.

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:

- Experience of working flexibly supporting projects and/or teams and achieving positive outcomes (1)
- Experience of working within a support environment (2)
- Experience of analysing data and information (3)
- Experience of supervising and directing others and working within teams (4)
- Experience of improving processes to deliver value for money and quality services. (5)
- Excellent interpersonal, oral and written communication skills. (6)
- Excellent organisational skills (7)
- Analytical skills with the ability to problem solve and interpret information. (8)
- Ability to work accurately to strict deadlines.(9)



- Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above and experience with Microsoft Applications or a willingness to undertake development in this area as appropriate. (10)

To work 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.