

Business Support Officer (Generic)

Role Profile

Service: Children's Services
Band: Band 3
Reporting to: Senior Business Support Officer/Team Manager/Team Leader
Responsible for: No Direct reports



TRAFFORD
COUNCIL

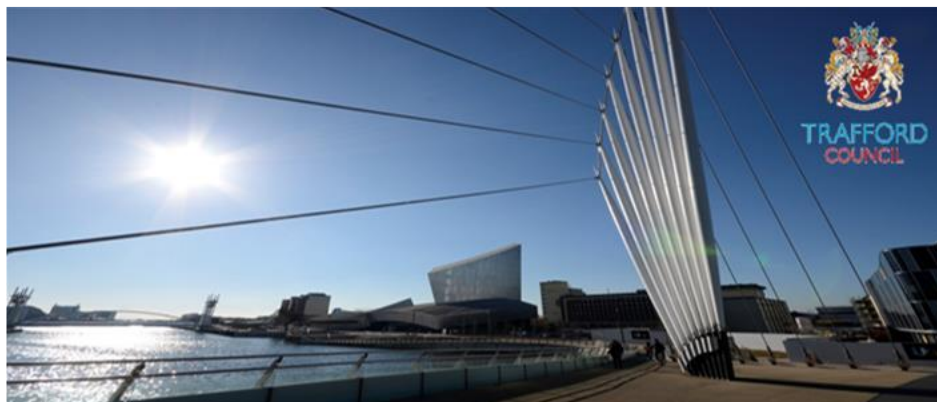
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- Assist the Senior Business Support Officer in providing an efficient business support function within a neighbourhood or specialist service area.
- To work collaboratively with colleagues, partners, patients and other stakeholders to meet service need as part of the Social Care Service

Key duties

- Receiving, logging and responding to a variety of internal and external queries and requests, offering a professional service by recording the details of the enquiries and handling them in a timely and appropriate manner, meeting service standards across Trafford Council (TC).
- Carrying out and monitoring petty cash transactions efficiently and in accordance with council policy and financial regulations.
- Ordering supplies and resources (eg. stationery, equipment) and maintain stock.
- Processing and maintaining data in a variety of IT systems, (including manual and electronic), completing inputting in order to provide accurate management information.
- Preparing statistical information for stakeholders as and when required, undertaking surveys or audits as required
- Attending meetings and events offering professional business support including preparing information and papers beforehand and typing related supporting documents as required.
- Supporting business support apprentices, students, volunteers etc. in the workplace.
- May be required to complete front line reception duties ensuring anyone attending the building receives high quality care and effective service.
- Dealing with contractors and visitors to the building, maintaining records of work required and completed
- Undertaking all general office duties as and when required including, for example;
 - Audio typing

- Booking meetings, appointments etc.
 - Maintaining inventories and stock
 - Filing, photocopying, scanning, printing, archiving
 - Supporting project related activities
 - Preparing service information (e.g. leaflets, pathways etc.)
 - Housekeeping and caretaking duties i.e. opening/closing of satellite buildings
- Carrying out any other duties commensurate with the grade of the post.
 - The post holder may be subject to rotation of posts on the same pay band within the Business Support Service

About You

Qualifications and Professional Development

- Relevant qualification equivalent to NVQ Level 2 or equivalent experience
- GCSE grade C or equivalent in Maths and English
- Evidence of continuing personal and professional development (CPD)

Experience and Knowledge

- At least one years' experience of administration systems in a large organisation/similar environment
- Experience of working in a team and achieving collective goals.
- Experience of quickly analysing problems and finding appropriate and timely solutions.
- Experience of demonstrating, guiding or advising on standard procedures and processes.
- Experience of dealing with correspondence.
- Working knowledge of Microsoft Office package, including Word, Excel and Outlook.
- Experience of administrative and financial systems, processes and procedures.

Skills and abilities

- Proficient in the use of IT software packages, including databases and the use of spreadsheets, inputting and calculating with accuracy and preparing documents
- Ability to communicate effectively with colleagues and/or the public both verbally or in writing, selecting and using appropriate media.
- Self-motivated with highly developed organisational skills and the ability to prioritise and manage your daily workload, producing accurate work within deadlines and with minimal supervision.
- Ability to share knowledge with colleagues within the Business Support Team.
- Ability to establish good relationships with both customers and colleagues, providing a customer focused approach to service delivery.
- Ability to work individually but also as part of a team
- Ability to focus clearly to achieve defined results and outcomes

Special Conditions

- None specified

Date prepared/revised	Existing - Transferred to new template 19.1.23/ Slight amendments
Prepared/revised by	Workforce Strategy Team
Job Evaluation	Existing generic BSO evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.