



Your job

Job Title: Business Support Services Officer

Service: Children's Department People Directorate

Grade: 4

Reporting to: Senior BSS Officer

To deliver high quality and effective services to support operational colleagues working with children, young people, and families across the borough. You will provide day to day administration support to assist with the achievement of the team's functions through delivering a high standard of customer care to service users, colleagues, and other professionals. You will embody the Team Wigan values and behaviours, working with colleagues across the Council and its wider partners, to achieve best outcomes and deliver against Progress with Unity principles.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Provide effective administrative support to the team, e.g., minute taking, handling calls and messages, and the dispensing of petty cash. Minute taking is a big part of this role.
- Work within a designated team, providing the appropriate professional support to team members. Contribute to the effective implementation of the team's delivery plan to meet the statutory functions
- Support the agile working process, new ways of working and efficiency within the team
- Act as first point of contact for enquiries from customers, providing advice to managers and employees and signposting to other team members/Directorates as appropriate
- Respond to routine and ad hoc requests for information from line management, internal and external sources in a timely, responsive manner
- Provide feedback and suggestions to improve office efficiency
- Regularly work to deadlines and reorganise work to meet conflicting demands placed on the role by customers and colleagues
- Manage team information maintaining accurate records, handling highly sensitive information in line with confidentiality and data protection requirements
- Support and employ the effective use of technology to manage workloads across the team.

On an ongoing basis you will:

- Deliver high quality and effective services to support operational colleagues working with children, young people, and families across the borough.
- You will provide day to day administration support to assist with the achievement of the team's functions through delivering a high standard of customer care to service users, colleagues, and other professionals.
- You will embody the Team Wigan values and behaviours, working with colleagues across the Council and its wider partners, to achieve best outcomes and deliver against Progress with Unity principles.

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Will have an NVQ 2 in Administration or equivalent, or an equivalent qualification or ability to demonstrate a similar level of knowledge, skills, and experience
- Have a high level of organisational skills, with the ability to undertake tasks accurately, with attention to detail
- Good level of experience in using a range of Office IT packages, case management and record management systems
- Possesses the ability to present information clearly within agreed corporate templates
- Has the ability to collate information and prepare good quality data that is easily understood by others
- Has good interpersonal skills and the ability to work collaboratively across the council, other Local Authorities, and wider partners
- Have experience in supporting the induction and training of new staff members within the team
- Have experience in supporting management in HR, Finance, and Information Governance tasks within 3 months
- Will embody the Team Wigan behaviours to contribute towards Progress with Unity.
- Demonstrate a commitment to and evidence of continuous professional development

Our Culture

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

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”