

**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL
JOB PROFILE**

DEPARTMENT: Children's Services	SERVICE GROUP: Specialist Teaching Support Service
POST TITLE: Business Support Officer	REPORTS TO: Business Support Manager
GRADE: Band 6	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:
<ul style="list-style-type: none"> • The postholder will work proactively with key staff and managers to provide an interface between services, members of the public, other public sector bodies and external agencies, adopting the highest standards of customer care and professionalism. • To assist in the provision of a flexible, proficient and efficient financial and administrative service within Central Services and designated areas. • To deal with and resolve requests for advice/help.
Main Responsibilities of Post:
<p>To provide a wide range of business support functions to Officers/Managers, to include:</p> <ul style="list-style-type: none"> • To deal with internal and external customers both face to face and over the telephone. • Maintaining a range of information systems in line with service user guidelines and procedures; • Liaison with other sections/department to verify information and/or seek authorisation for action;

- Interrogation of information databases and inputting to forms/databases, completing enquiries as appropriate.
- Management of a team mailbox (where necessary), responding to emails etc.
- Participate in any specialist groups, contribute to the resolution of issues and assist in the development of new procedures to address new issues or operational methods.
- Provide financial and performance information to assist in the completion of internal and external financial and performance requirements.
- Procure and pay for goods and supplies in accordance with Council Procurement procedures and policies.
- To maintain and co-ordinate records as requested by managers.
- Organise diary management and appointments, arranging meetings, taking, writing up and circulating minutes and agendas where required.
- Collate information and communicate to relevant parties in preparation for meetings.
- Handle petty cash and accurately record receipts and payments.
- To undertake calculations as appropriate to service need.
- Telephonist responsibility taking and distributing messages, logging and scanning of post.

Generic Duties

To demonstrate a commitment to carry out duties in the best interest of the Central Service within Children's, its customers, staff and other users, adopting the highest standards of customer care.

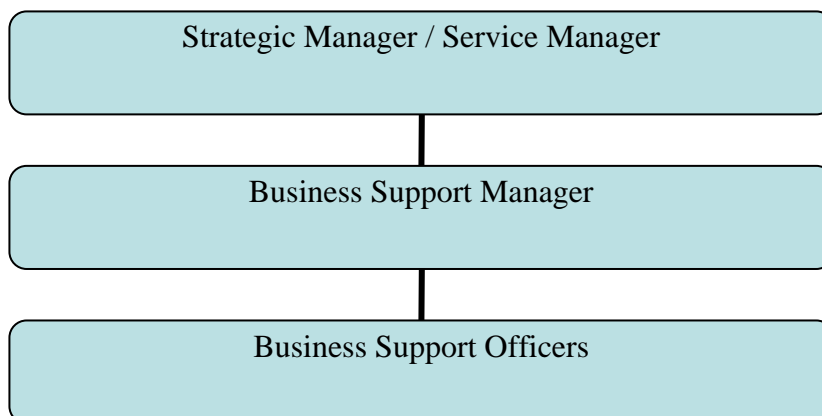
To act in accordance with Data Protection Act principles and maintain confidentiality at all times.

To participate in 'in-service' training and other training programmes as required and maintain personal and professional development in order to meet the changing demands of the post.

To service meetings by organising, minute taking and tracking of actions.

To undertake any other duties commensurate with grade and overall level of the post.

Structure:



Special Knowledge Requirement. Will be used for shortlisting.	
	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet either the Lower threshold level – where the person is able to demonstrate that they can during the interview: a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to. b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.	Y
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of Work.	Y
Uses a range of complex IT packages relating to area of work.	Y
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	Y
Knows and understands how to use, interpret, handle and communicate Information.	Y
Able to work flexibly to accommodate the needs of the service.	Y
Able to implement, maintain and manage accurate information retention systems both manual and computerised.	Y
Able to deal with internal and external customers both face to face and over the telephone.	Y
Able to arrange events, manage diaries and service meetings, producing agendas and minute meetings.	Y
Able to confidently handle, count and reconcile large sums of coinage and notes.	Y
Ability to use a range of financial systems and applications e.g. SAP.	Y
Experience of using spreadsheets to manipulate data extracts.	Y
Relevant experience requirement: Will be used for shortlisting	
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Lower threshold level outlined under the Special Knowledge above.	
The applicant is required to provide evidence of having office/clerical work including reception/telephone experience and provision of financial or management information via electronic systems.	
Relevant professional qualifications requirement: Will be used for shortlisting	
Minimum RSA Stage 2 Typing or Wordprocessing OR NVQ Level 2 in Business & Admin (or demonstrable skills to this level)	
GCSE English Grade A-C, or equivalent.	

Core Employee competencies to be used at the interview stage.		
Carries Out Performance Management		
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
Communicates Effectively		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
Carries Out Effective Decision Making		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.		
Compiled by:	Grade Assessment	Post Grade:
Date: March 2018	Date:	