

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: PLACE	SERVICE GROUP: Sport & Culture
POST TITLE: Business Assistant	REPORTS TO: Business Officer
GRADE: Band 5	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. **Please see the separate guidance information on how to complete the form located on Bradnet.**

Key Purpose of Post: Max 3 sentences

Support the museum activities, with particular reference to commercial activity including hires, retail, art gallery café, corporate events and outreach and learning.

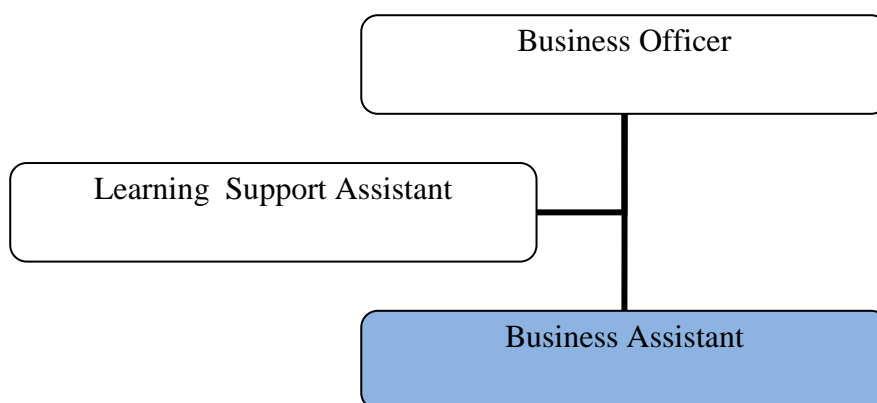
To assist with the collection and reporting of business data analytics and performance management requirements of the Libraries, Museums and Galleries Service including financial and commercial business support, reporting, budget information and processing of grants

Support the Commercial Officer and Business Officer and partners in Parks and other Council teams to identify, develop and manage new appropriate income streams.

Main Responsibilities of Post: Max 15 Bullet points

1. Responsible for 'shops' at a number of sites and all associated activities including sourcing and selecting items for sale, requisitioning, receipting, pricing, stock control and displays.
2. To establish and maintain effective systems and procedures for managing corporate hire bookings and income.
3. Responsible for money taken in the tills through sales, including taking till readings and balance back to float, weekly banking/complete banking voucher, code income to relevant cost. Liaising with cash offices for collection.
4. Support selling exhibitions, including records keeping for deposits and sales, and payments to artists.
5. Provide support to site events and activities where required regarding income generation.
6. Responding to enquiries, providing details and coordinating hires working the Visitor Service Manager and Visitor Assistants.
7. Maintaining information of hire services and facilities.
8. Complete booking forms and agreements with hirers.
9. Generate invoices (debtor billing) via SAP for hires.
10. Follow procedures set out in Council Key Controls.

Structure:



Special Knowledge Requirement. Will be used for shortlisting. Max 10

	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 the Advanced threshold level which requires a greater level of sensitive interaction with the public– where the person is able to	X

demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work	X
Uses a range of complex IT packages relating to area of work	X
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	X
Knows and understands how to use, interpret, handle and communicate information	X
Understands the operation and financing of local government structures, functions and policies including financial due diligence.	X
Knowledge of how to plan, prioritise and manage a heavy workload while maintaining a high standard of quality and working under time constraints.	X
Knows how to work with / provide information to the public, -in writing, face to face and over the telephone with courtesy and professionalism	X
Knows how to work productively both within a team and alone	X
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 either the Lower threshold or Advanced threshold level outlined under Special Knowledge above.	
Minimum of 2 years experience in administration in a business or retail environment.	
Relevant professional qualifications requirement: Will be used for shortlisting	
L2	
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. Must be able to work evenings, weekends and bank holidays as required by the needs of the service.		
Special Conditions:		
None .		
Compiled by: Jacqui Buckley July 2019	Grade Assessment Date:	Post Grade: Band 5