

<b>Post title:</b>	Business Support Officer
<b>Grade:</b>	E
<b>Responsible to:</b>	Business Support Team Leader
<b>Staff managed:</b>	None
<b>Directorate:</b>	Central Services
<b>Service:</b>	Support Services
<b>Job family:</b>	<b>C&amp;A - Customer &amp; Administration</b>
<b>Date of issue:</b>	June 2023

#### Job context

- The post-holder will work within one of the teams in the Business Support Service, either in one of the shared service teams providing services across NYC or in a Business Support team providing support to a specific Directorate operational function. Post-holders will be line managed by a Team Leader in the Business Support Service. In some instances, they will be tasked on a day-to-day basis by a manager in the operational team in which they are based.
- This role involves spoken communications, so a confident use of English language is required.

**Job Purpose:** The core focus of this post is to provide a wide range of administrative, financial and/or Directorate specific support to operational services

#### Operational Management:

- To work to defined business standards and processes; performing a wide range of administrative tasks with due regard to confidentiality and safeguarding.
- To contribute to the recruitment process, induction and training of new staff and to carry out day to day supervision of staff as required.
- To provide advice and guidance to customers, business partners and others on processes and protocols and operational service issues, signposting to a senior manager for more complex issues.
- Undertake minute taking at high level meetings and provide an accurate record.
- Responsible for the organisation of meetings and events including booking venues, issuing invitations and papers and taking minutes.
- To create, manage and manipulate data and information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria, this will include producing bespoke and complex reports.
- Create, develop and maintain systems and processes to meet operational needs and to ensure the high quality of information held.
- To ensure relevant statutory, corporate and service deadlines are met for all areas of work including official returns.
- To undertake a range of financial management processes, including processing orders, resolving issues, budget monitoring, maintaining commitment records, reconciling accounts, handling petty cash and processing funding applications.
- To prepare papers for specialist operational meetings and panels.
- To support Team Leaders and / or Senior Business Support Officers with gathering information in relation to Freedom of Information and Subject Access Requests.

- Resource management:**
- To open and close premises as required.
  - To act as Fire Warden for the building and undertake risk assessments as appropriate.
  - Carry out checks and maintain records of fire drills, fire alarm tests and emergency lighting.

### Person Specification:

Essential	Desirable
<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Knowledge of using computer packages for communications and data input</li> <li>• Sound knowledge of common office practice and procedures</li> <li>• Sound understanding of issues relating to confidentiality and data security</li> <li>• Good understanding and commitment to high quality services and customer care</li> <li>• Experience of providing business support in a busy environment.</li> <li>• Experience of data input and data management ensuring accuracy and where appropriate confidentiality.</li> <li>• Significant experience and competence using IT and common business support packages including word and excel.</li> <li>• The ability to converse at ease with customers and provide advice in accurate spoken English is only essential for some posts.</li> <li>• Experience of using defined business processes and giving guidance on them to colleagues.</li> <li>• Experience of managing and prioritising own workload.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of working to statutory and legislative standards relevant to the position.</li> <li>• Knowledge of business processes and operational issues relevant to the position.</li> <li>• Knowledge of the fire, health &amp; safety and legionella procedures.</li> <li>• Knowledge of relevant NYC policies and procedures including those relating to safeguarding, data protection and confidentiality.</li> <li>• First Aid qualification.</li> <li>• Experience of note and minute taking.</li> <li>• Experience of providing information to the public or customers using good communication skills.</li> <li>• Experience of working to statutory and legislative standards where appropriate.</li> </ul>
<p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate effectively in writing to produce documents in a range of formats and style to suit a range of audiences.</li> <li>• Ability to analyse, organise and present numerical data.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to process and monitor financial information.</li> <li>• Ability to set up filing systems and to store, retrieve and archive information.</li> <li>• Ability to produce an accurate record of a meeting discussion and actions.</li> </ul>
<p><b>Behaviours</b></p> <p><a href="#">link</a></p>	
<p><b>Professional Qualifications</b></p> <ul style="list-style-type: none"> <li>• Level 3 qualification in Business Administration or equivalent or willingness to work towards qualification</li> </ul>	

- Good literacy and numeracy skills to Level 2 or equivalent
- Commitment to ongoing development

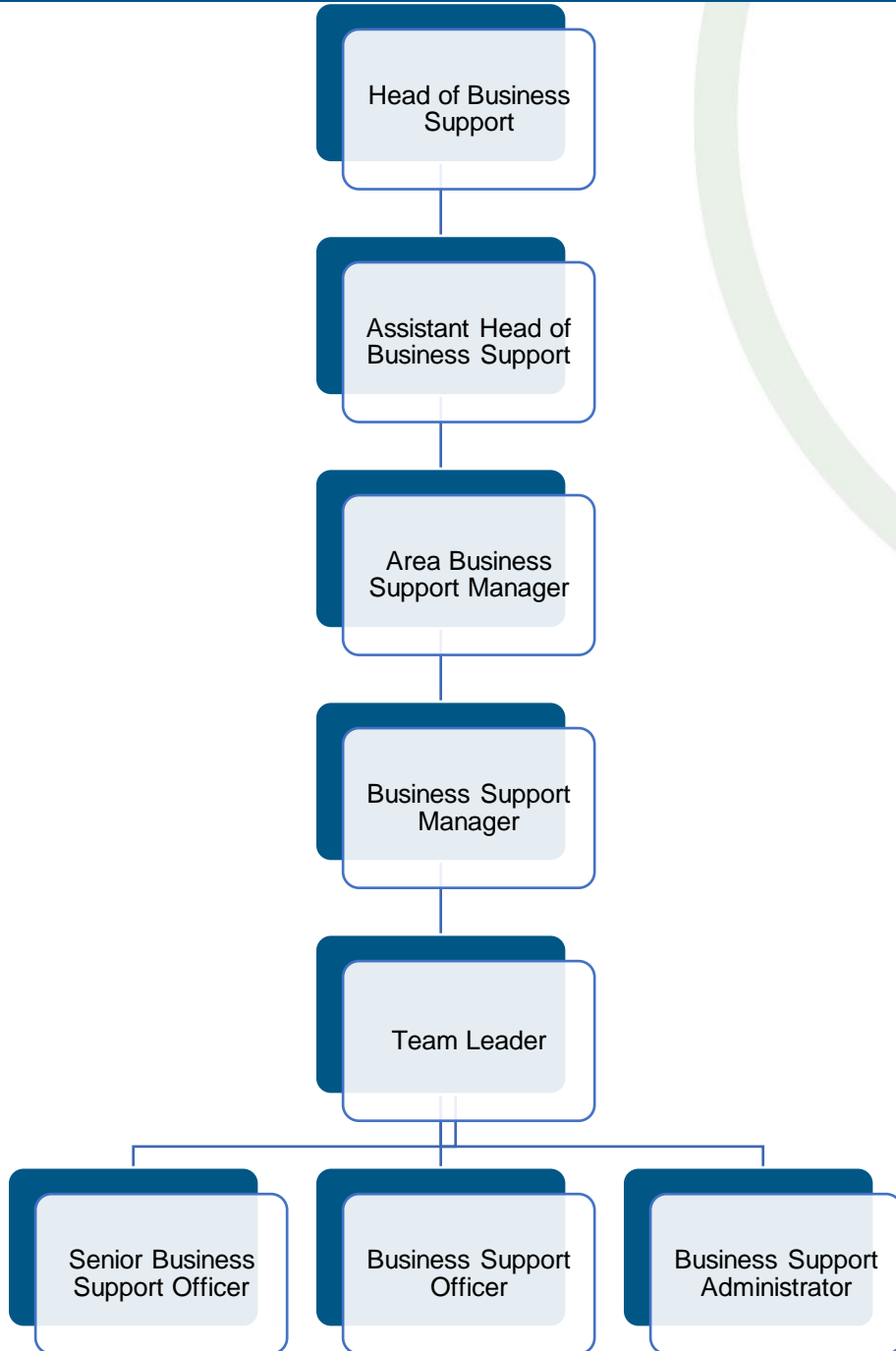
**Other Requirements**

- Able to provide support to services outside normal working hours, as required.
- Ability to travel around the County and willingness to work flexibly including evening and weekends (only essential for some posts).

**Career progression:**

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

## Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.