**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL**

**JOB PROFILE**

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| **DEPARTMENT: Health and Wellbeing**  | **SERVICE GROUP: Admin Support to Health and Wellbeing**  |
| **POST TITLE: Business Support Officer**  | **REPORTS TO: Administration 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.

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.

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| **Key Purpose of Post:**  |
|  * The post holder will assist in the provision of a flexible, proficient and constructive clerical, administrative and reception service dealing with generic and service specific duties.
* The post holder will be required to provide prompt and effective information, advice and access to services provided by Departments to colleagues, members of the public, other public sector bodies and external agencies;
* To deal with and resolve requests for advice/help.
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| **Main Responsibilities of Post:**  |
|  To provide a wide range of administrative functions to Officers/Managers to include:  * To maintain filing systems, information systems and to retrieve and disseminate information as appropriate to the needs of the service.
* To deal with internal and external customers both face to face and over the
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| telephone. * Reception and telephonist responsibility, taking and distributing messages and responding to routine enquiries, letters and emails, logging and scanning of post/documentation.
* Maintaining financial information systems and processing orders and invoices in line with internal and external Audit standards and Council Procurement procedures and policies. Handle cash and accurately record receipts and payments.
* Maintaining a range of information systems in line with service guidelines and procedures; Interrogation of information databases and inputting to forms/databases, completing enquiries as appropriate.
* Arrange team meetings and meetings on behalf of staff, including co-ordination of diaries and arrangements for meeting rooms and assisting with the arrangements of events / conferences. Taking, writing up and circulating minutes and agendas where required.
* Assist in the distribution of information and publications within and outside the Council, including the maintenance and updating of mailing and distribution lists.
* Prepare information to help place orders for materials, stationery and other items and check delivery notes and invoices, as required.
* May give guidance and support to less experienced staff
* Support colleagues in dealing with difficult situations and intervene as necessary.
* To review existing systems and make recommendations for improvement including organising, maintaining and ensuring continuous development and improvement to the service
* 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.

 * Decisions will be frequent, using some judgement but within established procedures and guidelines

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| **Structure:**  |

Transformation and

Executive Support

Manager

Administration

 Manager

Admin Assistant

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Admin Officers

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| **Special Knowledge Requirement. Will be used for shortlisting. M** |
|  | **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 the Lower thresholdlevel – where the person is able to demonstrate that they can during the interview: 1. Use a wide range of simple words and a standard English sentence structure to express much of what they want to.
2. Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.
 | X  |
| 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  |
| Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical/specialist area  | X  |
| Able to communicate sensitively, effectively and appropriately with staff, Managers and other professionals, at all levels, and represent the area of work in a professional and knowledgeable manner.  | X  |
| Able to arrange events, manage diaries and service meetings, producing agendas and minutes, presentations and reports to a high standard.  | X  |

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| **Relevant experience requirement: Will be used for shortlisting**  |
| General office experience, including using computerised databases and spreadsheets  |
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| **Relevant professional qualifications requirement: Will be used for shortlisting**   |
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| **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  |

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|  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.  |
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| **Compiled by:** **Date:**  | **Grade Assessment Date:**  | **Post Grade:**  |