CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

 JEGS Reference 00752

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| **DEPARTMENT:** Children’s Services | **SERVICE GROUP:** Schools & Learning |
| **POST TITLE:** Business Support Officer  | **REPORTS TO: PTS** Operations Managers |
| **GRADE: Band 7**  | **SAP POSITION NUMBER :** 50230635 |

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.

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| **Key Purpose of Post:**  |
| To provide administration and clerical support functions for passenger transport services. Ensure all administrative tasks are done in accordance with service proceduresprocedures and regulations. To undertake duties in data inputting/updating of client information, tracking and monitoringcases, extracting of information from various sources for various reports and audiencesupdating chronologies and document management. Diary management and scheduling oftraining. Communicating with service users, providers, professionals and team members as part of facilitating the effective and efficient delivery of service. |
| **Main Responsibilities of Post:**  |
| To provide a wide range of support service function to Practitioners, to include:1. Accurate inputting and updating of data on to a range of information systems including and spreadsheets, in line with service user guidelines and procedures.
2. Complete relevant forms and applications on behalf of the service for other agency involvement, requesting of key identification documentation and in requesting the necessary searches, such as DBS’s and driver licence checks.
3. Organise diaries and training sessions and meetings including booking venues, equipment and refreshments as required. Produce rotas / schedules as required within a designated area. Preparation of training material, printing and distribution of certificates and liaising with other departments and council suppliers to meet their training needs.
4. Accurate note taking during meetings and hearings. Ensuring these are typed up in a timely manner.
5. Extracting and collating of information to assist in preparing of reports and documentation for meetings.
6. Organise electronic filing of documentation centrally and in a secure manner in line with the GDPR guidance
7. Update training records and upload appropriate documentation to relevant files.
8. Monitor and deal with correspondence coming in both by e-mail to centralised e-mail boxes and by post. Collating complaints and chasing outcomes with the appropriate manager/officer.
9. Communicating with clients and professionals face to face, over the phone and in writing in dealing with enquiries. Record information and / or pass on enquires as per departmental procedures.
10. Data input from timesheets to either data base of spreadsheets and highlight any concerns or inconsistencies.
11. General administrative tasks, mail merge, letter writing, taking calls, ordering stationary, recruitment, absence and capability (including setting up, collating papers and taking and circulating minutes)
12. Take payments from suppliers over the phone and record appropriately in line with service requirements. Or keep accurate logs of training and DBS checks completed for external suppliers and ensuring these are re-charged back.
13. 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.
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| **Structure: Transport Service (current state)**1 x Strategic Transport Manager 1 x Operations Manager Commissioned1 x Operations manager 1 x Service Support Manager 1 x Operations Manager (Core Fleet) (VACANT)1 x Operations Manager (assessment)1 x operational support manager 13 x operational contracting co-ordinator 6 x planners2 x Business support officer 1 x admin1x Finance Officer1 x trainer/ assessor 1 x Trainer/Assessor 5 x supervisors 2 x planners 4 x assessors 1 x admin 73 x drivers66 x escorts 6 x Travel Trainer 260 x Escorts  |

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| **Special Knowledge Requirement. Will be used for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | **Essential** |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level which will be applied where the post holder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). | 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 including Microsoft Packages and internal and external information systems | X |
| Ability to adopt a process of continual improvement and suggest ways ofworking more efficient and effectively to improve service delivery | X |
| Knows and understands how to use, interpret, handle and communicate information and data | X |
| Able to put together written communication as well as compile reports and other documentation to a high standard with excellent attention to detail | X |
| Able to arrange meetings, manage diaries and service meetings, producing agendas, collating relevant documentation and taking and producing minutes  | X |
| Able to deal with internal and external clients and professionals face to face, by telephone and by written communication | X |
| Able to confidently handle and pay out money and process financial transactions | X |
| Able to work as part of a team across a large service area and adapt to areas of increased demand | 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.  |
| Previous administrative experience |
| Excellent IT skills in the use of a variety of software for data handling and transmission  |
| Excellent communication and customer service skills at all levels |
| Excellent attention to detail |
| Knowledge of Information and Financial Systems are desirable |
| **Relevant professional qualifications requirement: Will be used for shortlisting** |
| GCSE, (Level A-C in English and Maths)  |
| RSA Level 2 or NVQ Level 2 in Business Administration or equivalent experience  |
| **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:** Joanne Plummer**Date:** 21/03/2025  | **Grade Assessment Date: 01/05/2025** | **Post Grade:** **Band 7** |