Job Profile

Grade 5 Business Support Officer

At Kirklees we work in an innovative and creative way to deliver our services to our communities. We are always looking for better and smarter ways to work and the right people to help us to do that.

This job is part of the Business Support job family, which is a key role in supporting our teams to deliver high quality services. You will contribute to the effective running of the Council with your first class and efficient administrative support skills.

You will work as part of a team in one of the Council's many bases or locations, providing business support to one of the Council's services and help us to achieve our vision to be a district which combines a strong, sustainable economy with a great quality of life – leading to thriving communities, growing businesses, high prosperity and low inequality where people enjoy better health throughout their lives.

This role is based within *Adults and Health.* find out more about working for Kirklees.

The Job

You will provide a flexible and responsive business support service through a range of duties including:

- Specialist word processing.
- Specialist IT administration.
- Arrange meetings and take minutes as appropriate.
- Facilitate and support meetings and events as directed.
- Data processing (input and retrieval) – including service based IT systems.
- Information and records management as directed.
- Responding to non-routine enquiries/complaints, signposting as required.
- Cash handling and processing of invoices or cheques.
- General administrative duties as required.
- Project work (under supervision).
- Produce basic statistical and management information.
- Order, maintain and issue supplies and services.

Job Checklist

- Provide effective, flexible and responsive administrative support.
- Respond to enquiries sensitively and resolve appropriately, directing more complex calls to the appropriate officer.
- Deal with confidential and sensitive information appropriately.
- Produce documents formatted to service standards and within deadlines.
- Work is planned to meet targets, standards and deadlines.
- Arrange and prepare for meetings and events in advance, recording and documentation is timely.
- Work proactively as a member of a team to achieve team and service objectives, offering support to colleagues as required.
- Follow corporate procedures for customer care and data management.
- Develop and maintain effective administrative systems to support the work of the team.
- Use IT appropriately and proactively to improve efficiencies and ensure information management is secure and fit for purpose.
- Deal with financial information accurately and effectively in accordance with Council procedures.
- Use manual and computerised systems to carry out calculations and input/extract information accurately and within deadlines.
- Maintain effective stock management.
- Ensure office equipment is used proficiently and within health and safety principles.
- Please see your responsibilities related to safeguarding

Job Profile

Kirklees COUNCIL

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work. The right behaviours and attitudes are as important to us as the skills you bring to the job.

Flexible and proactive, with a positive approach you are open to new ways of working and keen to provide excellent customer service.

You will have a friendly and polite manner, enjoying the opportunity to engage with a wide range of customers from both inside and outside the Council, giving you the chance to practice your excellent communication skills.

Working with people and as part of a team you are keen to share your experience with new or less experienced members of the team.

In this role you will be supported to gain new skills and experience to equip you to develop in your role or to progress within the business support family.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. The Council's Behaviours and Expectations will be tested throughout the selection process.

Person Checklist

- IT skills to support working with packages such as Word, Excel and Access as well as service specific IT packages.
- Literacy skills to be able to produce specialist documentation.
- Numeracy skills to be able to produce statistical information and deal with financial information.
- Certificate in Business and Administration NVQ 2 or able to demonstrate equivalent skills.
- Demonstrate excellent customer service at all times.
- Committed to personal and career development and willing to undertake further training.
- Work hard to contribute to team goals.
- Have a flexible and adaptable approach to working in a team.
- Able to travel to meetings at different work locations when required.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

In order to be shortlisted for this job please demonstrate in your application how you meet the Person Checklist.