

Business Support Officer - Grade 6

Job purpose

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 specialist/technical 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 a generic role across the Council, please see the job focus sheet for specific details. Find out more about [working for Kirklees](#).

Key areas of responsibility

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, providing advice and guidance to others as required.

You will have the ability to analyse routine statistical information and be able to produce management information as required, including providing research and support for projects.

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.

- Provide effective, flexible, and responsive administrative support.
- Customers receive an excellent service, including those who may be upset and/or present challenging behavior, through the provision of detailed advice or acting where appropriate.
- Deal with confidential and sensitive information appropriately.

- Create 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 and accurate.
- Work proactively as a member of a team to achieve team and service objectives, offering support and assistance to colleagues as required.
- Follow corporate procedures for customer care and data management.
- Develop, implement, maintain, and monitor 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, dealing with discrepancies in appropriate manner.
- Use manual and computerised systems to carry out calculations and input/extract information accurately and within deadlines, including the provision of accurate and statistical management information.
- Maintain effective stock management and assist team members in the use of these systems.
- Ensure office equipment is used proficiently and within health and safety principles.
- Provide support to projects and research as directed.

Position of job in organisational structure

See specific Job Focus sheet for line management responsibilities.

Employee Specification

| Knowledge, qualifications, skills, and experience | Shortlisting criteria |
|---|-----------------------|
| Advanced knowledge of applications and systems such as Microsoft Office or bespoke service systems to enable an effective support to be provided and advice given to colleagues as appropriate. | Essential |
| Literacy skills to be able to produce complex and specialist documentation. | Essential |
| Numeracy skills to be able to produce statistical information and deal with financial information. | Essential |
| Certificate in Business and Administration NVQ 3 or able to demonstrate equivalent skills. | Essential |
| Always demonstrate excellent customer service. | Essential |
| Committed to personal and career development and willing to undertake further training. | Essential |
| Work hard to contribute to team goals. | Essential |
| Have a flexible and adaptable approach to working in a team. | Essential |
| Able to travel to meetings at different work locations when required. | Essential |

Behaviours and expectations

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

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this 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.

For Office Use Only:

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| Job Category | Business Support | Grading ID | 61910 |
| Job ID | 80100188 | Last Updated | April 2020 |
| Job Focus | Yes | Career Progression | No |

Contractual Variants

| | | | |
|---------------|---------------|------------------------|---------------|
| DBS Category | See Job Focus | DBS Type | See Job Focus |
| Health Check | No | Politically Restricted | No |
| 24/7 working | No | Public Holidays | No |
| Night Working | No | Alternating Pattern | No |
| Standby | No | Other | No |
| Checked By | J Drake | | |