

Business Support Officer

Grade 7, £20,849 - £22,212

At Kirklees we work in an innovative and creative way work to deliver our services to our communities. We are always looking for better and smarter ways to work.

The role is part of the overall 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 lead a team or provide specialist support within the Business Support function 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.

The Job

This role is a key role in supporting the delivery of high quality services through the delivery of duties including:

- General administrative duties
- Complex and specialist word processing
- Provide specialist IT support and advice
- Arrange meetings and events, take minutes and produce appropriate documentation
- Facilitate and support meetings, events and hospitality
- Data processing (adaptations, development, input and retrieval)
- Produce complex statistical and management information
- Information and records management
- Respond to complex enquiries and complaints
- Process and account for cash and other forms of payment
- Provide project support including research, interpretation and collation of data
- Order monitor and issue supplies and services
- Management of a team

Job Checklist

- Deliver an effective, flexible and responsive business support service, ensuring effective and appropriate systems are developed, implemented, maintained and monitored to support the work of the team, manager and service
- Follow and promote corporate procedures for high standards of customer care, ensuring service excellence and maintaining high customer satisfaction levels
- Ensure meetings and events are arranged and prepared for in a timely manner and are serviced and recorded appropriately
- Keep accurate and complete records and ensure systems are used appropriately to manage information, including creating templates and documents and ensuring systems are secure and fit for purpose
- Support and training of employees in the use of systems and processes
- Deal with confidential and sensitive information in appropriate manner
- Contribute to the delivery and improvement of the service through supervisory duties and lead area of expertise
- Accurate calculations, data input/retrieval and information management is undertaken to given deadlines and accurate information is produced in an accessible format
- Money and financial information is dealt with accurately
- Research is carried out to support the delivery of the service
- Ensure health and safety principles are followed

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.

In your role as Team Leader you will support the progress and performance of the team through effective leadership, supervision, support and training, managing the team resource effectively and keeping up to date with best practice, innovations and developments.

Having excellent interpersonal skills in order to build and maintain effective working relationships with a broad range of people, your work may involve resolving and responding to a variety of complex queries and giving advice and guidance to others within the business support function.

You will have the ability to analyse complex statistical information and be able to produce management information as required, with excellent levels of attention to detail and accuracy.

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

This role is at Level 2

Person Checklist

- Experience of providing business support services in a large organisation,
- Ability to plan, develop, monitor and review the use of financial resources
- Knowledge of project management techniques, and the ability to prioritise and manage ongoing project work
- Advanced knowledge of applications and systems such as Microsoft Office to enable an effective support to be provided, and quality advice given in relation to its best use within the service
- Literacy skills to be able to produce complex and specialist documentation
- Numeracy skills to be able to produce statistical information and deal with, for example petty cash
- Business Administration NVQ Level 3 or able to demonstrate equivalent skills
- Demonstrates and promotes excellent customer service at all times
- Is committed to personal and career development and is willing to undertake further training
- Flexible and adaptable approach to working within the 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.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate your abilities to meet the criteria outlined in this Job Profile