

Business Support Officer/Manager – Grade 7

Job purpose

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.

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

- 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 and events.
- 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 collating information as directed.
- Order maintains and issue supplies and services.
- Management of a team.

This role is a Council Wide Role the job focus sheet will explain the service specific requirements. Find out more about [working for Kirklees](#).

Key areas of responsibility

- 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 are dealt with accurately.
- Research is carried out to support the delivery of the service.
- Ensure health and safety principles are followed.

Position of job in organisational structure

See specific Job Focus sheet for line management responsibilities.

Employee Specification

See specific Job focus sheet

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 2. 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.

DBS check at the appropriate level

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:

Job Category	Business Support	Grading ID	61920
Job ID	80100189	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		