

# Business Support Officer – Grade 5

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

## Key areas of responsibility

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 maintains and issue supplies and services.

- 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.
- 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.

## Position of job in organisational structure

See specific Job Focus sheet for line management responsibilities.

## Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
IT skills to support working with packages such as Word, Excel, and Access as well as service specific IT packages.	Essential
Literacy skills to be able to produce specialist documentation.	Essential
Numeracy skills to be able to produce statistical information and deal with financial information.	Essential
Certificate in Business and Administration NVQ 2 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:

Job Category	Business Support	Grading ID	61900
Job ID	80100187	Last Updated	April 2020
Job Focus	Yes	Career Progression	No

## Contractual Variants

DBS Category	No	DBS Type	No
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		