



Job Family Role Profile Description

Date: January 2015

Job Family: Business Support

Job Profile: BS6

Purpose: To organise resources and provide information and business administration support to internal and external customers.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Planning, organising and prioritising own work and co-ordinating with other team members

End Result:

- Allocated work is completed on time and to relevant/agreed standards and quality.
- Issues arising are responded to in a timely manner.
- Resources are used efficiently.

Accountable For:

- Contributing to team-working.
- Providing instruction and on-the-job training for colleagues.
- Assisting in allocating and checking work of colleagues in the same work area.
- Instructing and supporting colleagues if required.

End Result:

- Teamwork is effective.
- Colleagues are supported.

Competency Measurement

Relate and work well with others and know own role within the council.
Challenge poor performance in others.

Making Things Happen / Delivering Results

Accountable For:

- Forward planning and setting own priorities in the short-term.
- Scheduling meetings and events.

End Result:

- Time and resources are used efficiently.
- Colleagues and management are supported.

Accountable For:

- Entering data, checking for accuracy and logic and identifying potential errors.

End Result:

- Records and information are accurate, complete and processing is effective within guidelines and standard procedures.
- Confidentiality and security of the data is maintained.

Accountable For:

- Maintaining and conducting interrogation of systems/databases; problem-solving and answering queries.

End Result:

- Accurate and meaningful information is provided to customers and managers.
- Problems are resolved within guidelines and standard procedures.

Accountable For:

- Preparing and providing information, reports and documents.

End Result:

- Detailed and accurate management information is provided.
Management decisions are informed.
Judgements are made on information, situations and problems within guidelines and standard procedures.

Accountable For:

- Taking meeting minutes/notes for internal and external use.

End Result:

- Meetings and actions agreed are recorded accurately.

Accountable For:

- Liaising with stakeholders regarding operational issues,

End Result:

- Communication links are provided to enable operational delivery.
- May include problem-solving.

Accountable For:

- Undertaking Fire Warden duties for the building including arranging for regular inspection of the equipment and organising / overseeing practice and emergency evacuation procedures where necessary.

End Result:

- Equipment is maintained in good working order and is fit for purpose.
- The safety of people using the building is maintained.

Competency Measurement

Sensitive to the impact of decisions.

Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.

Service Improvement and Innovation**Accountable For:**

- Making recommendations for improvement
- Cooperating with change

End Result:

- Improvements are identified and implemented

Competency Measurement

Express ideas effectively and question the traditional way of doing things.

Look for fresh approaches to improve service delivery.

Managing Resources**Accountable For:**

- Monitoring, reconciling and processing financial transactions including authorising small value refunds.
- Processing and handling small sums of money including petty cash.

End Result:

- Monies reach the correct destination in a timely manner.
- Financial information is accurately recorded and reported.

Accountable For:

- Managing stock levels and requisitioning necessary supplies/services such as monitoring use and highlighting shortages .
- Procuring appropriate supplies/services where necessary.
- Operating and maintaining office equipment and other facilities where appropriate.

End Result:

- Equipment, services and materials are available to colleagues for service delivery.
- Services, materials and supplies are provided using Service guidelines/procedures.

Accountable For:

- Organising travel for colleagues.

End Result:

- Time and resources are used efficiently.
- Colleagues and management are supported.

Competency Measurement

Methodical, accurate and well-organised and prioritise own work schedules. Keep track of spend and make sure work is approved and signed off as necessary.

Maintain recognised financial and other procedures and practices.

Customer and Community Focused

Accountable For:

- Responding to internal and external customer enquiries involving direct contact with members of the public and with challenging service users.
- Investigating records and data to answer queries
- Carrying out reception and public counter duties, as necessary.

End Result:

- Customers are informed of the situation and any action required.
- Customer service is provided to the required standard.
- Queries are answered effectively

Competency Measurement

Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.

Qualifications, Knowledge, Experience and Expertise

- NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
- Knowledge of the procedures in the service area and how to apply them.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- ICT literate relevant to work area.
- Thorough working knowledge of relevant software packages.
- Working knowledge of who colleagues are and what they do.
- Understanding of how to deal with customers to required standards of service.
- Working knowledge of processes, procedures and systems within area of operation.
- Knowledge of service provided in own area and service-specific guidelines.
- Knowledge of relevant services.

