

BUSINESS SUPPORT OFFICER

Reference No.	G013.02	Type	Generic
Service	Business Support		
Job Family	Admin and Clerical 5	Grade	FC5

Purpose

To be responsible for providing key systems and process support for an area of activity.

To provide customer-focussed support with the emphasis on building excellent customer relationships.

To support performance and information reporting activities across the functional area.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Assisting the line manager in the delivery of effective business support processes, procedures and systems which support service delivery for the functional area.	Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent	✓	
	Customer Service Professional Qualification		✓
	Experience of working in an office using current computer based applications to carry out a range of duties (Deliver results - See 'How We Work Matters' Framework)	✓	
Contributing to the improvement and implementation of a range of business processes, procedures and systems.	Knowledge of Council processes and systems		✓
Balancing conflicting operational and support demands and priorities. Seeking advice from the Supervisor or manager to confirm priority work.	Prioritisation skills	✓	
	Experience of working with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands	✓	

Role Profile

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Supporting the development, maintenance and compilation of management/statistical information, and reports from databases and information systems across all aspects of the functional area using corporate software solutions.	Knowledge of data protection and other relevant legislation Experience of system support to maintain records (Embrace technology and information)	✓ ✓	
Assisting the Line Manager by giving support to Council projects and initiatives and service improvement activity.	Experience of supporting the roll out of processes for new activities and systems (Take ownership)		✓
Representing Business Support at a range of meetings and discussions with internal and external colleagues and partners.	Experience of effective contribution at meetings (Work together) Communication skills	✓ ✓	
Liaising with service users across the designated area, e.g. parents, suppliers, external customers, visitors.	Customer service skills (Focus on customers) Problem solving skills	✓ ✓	
Providing advice and support to customers and colleagues in relation to the functional area, including guidance on the use of systems as necessary.	Ability to provide a regular and effective service Organisational skills Experience of preparing, processing and producing a variety of documents including reports and minutes	✓ ✓ ✓	
Processing or supporting the deployment of a range of financial transactions and activities including, checking and recording of financial transactions, cash handling, banking and invoicing.	Working knowledge of financial systems and processes within the Council Time management skills	✓ ✓	✓
Ensuring compliance with the Council's policies and procedures including Financial Regulations, Standing Orders and the Scheme of Delegation.	Knowledge of the Council's governance framework Team working skills	✓ ✓	✓

E = Essential Criteria D = Desirable Criteria

Role Profile

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Supporting building management activities, including, reporting faults, undertaking health and safety checks as appropriate.	Understanding and experience of Health and Safety Knowledge of buildings management processes	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results