



Role Profile

Reference Number	MUL055
Role Title	Business Support Officer
Directorate	Multiple
Department	Multiple
Reports to	Business Support Team Leader

Role Purpose

To provide a comprehensive, efficient and effective administrative support to individuals and teams to enable them to maximise their delivery and assist BCP Council in achieving its purpose and objectives.

Accountabilities

- Provide first-line triage and appropriate escalation of requests from internal and external stakeholders to ensure all enquiries are effectively managed.
- Collate and assimilate information to produce defined documents including word processing, Excel spreadsheets or PowerPoint presentations to support service delivery.
- Arrange defined stakeholder meetings or events to support effective working for BCP. This includes diary management, agenda creation, collation of materials, minute taking and dissemination of actions.
- Maintain manual and electronic systems for the services supported to ensure data accuracy, confidentiality and security.
- Undertake accurate data entry and interrogate various databases or sources of information to produce relevant reports to specified standards and timescales.
- Identify and escalate opportunities for process improvement to enhance the support provided to BCP Council colleagues and stakeholders.

Knowledge / Skills / Experience required

- GCSE level qualifications or equivalent experience.
- Experience of providing administrative support services.
- Knowledge of the area of the Council supported and any specific support knowledge related to that service area.
- Knowledge of a range of systems, processes and procedures.
- Knowledge of IT packages including Word, Excel, and PowerPoint.
- Ability to communicate with a range of stakeholders in a polite and efficient manner.
- Ability to reprioritise tasks according to need and urgency.

Dimensions of role

- This role does not have any supervisory or management requirements.
- This role does not manage any direct budgets.
- Planning is short-term, mainly focused on the days or week ahead.

Notes

Date:	01/02/2021
Working Conditions:	<ul style="list-style-type: none"> • Working conditions do not have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them.
Working Arrangements:	<ul style="list-style-type: none"> • No specified working arrangements outside of a normal working pattern.