# Job Description

# Business Support Officer – Pay and Reward team.

**Role Profile**  Business Support Band F

**Service/Team** People and Culture

**Reports to** Reward Manager

**Responsible for** N/A

**Number of posts** 1

**Post number** TBC

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** supporting the Council to deliver services effectively through the implementation of the Council’s Pay and Reward Strategy.

**Job Overview**

Be an integral and active member of the Pay and Reward project team working collaboratively with colleagues to support the delivery of the project in an effective and timely manner.

## Key Responsibilities

* To support the effective delivery of the project’s objectives working collaboratively with the

project team and wider HR function and with Service Unit colleagues.

* To provide accurate and efficient administrative support to the project team in all activities

including organising and preparing for presentations and colleague engagement events.

* Act as a point of contact for incoming enquiries, responding where possible and

escalating more complex queries.

* Liaise and communicate with multiple project -stakeholders to facilitate key meetings and

events and progress required actions in a timely manner.

* Improve team efficiency through monitoring systems currently in place, identify raise and

implement efficiencies and improvement where possible.

* Take and distribute notes where required.

## Specific Qualifications and Experience

* Robust competency in Microsoft Office applications
* Business administration qualification and/or relevant experience
* A knowledge of business communications

 **Personal Qualities & Attributes**

* High level of resilience, attention to detail, emotional intelligence, calm under pressure.
* Well organised and able to prioritise and carry out tasks accurately to tight deadlines.
* Good interpersonal, communication and literacy skills – both written and verbal.
* Effectively uses IT to support project activities.
* Uses own initiative and is self-motivated.
* Ability to collate and present information in a clear manner.
* Prepared to work flexibly in a fast moving and constantly changing environment.

## Job Requirements

* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.