

Job Description

Business Support Officer

Role Profile		Business Support Grade E
Service/Team	—	Customer, Arts and Property/Business Support
Reports to	—	Business Support Team Leader
Responsible for	—	n/a
Number of posts	—	10+
Post number	—	n/a
Career Grade	—	n/a

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by delivering an efficient and effective business support service, ensuring that customers receive timely, accurate and courteous responses to their queries and requests, which enhances their satisfaction and trust in the Council's services.

Job Overview

As a Business Support Officer, you will play a crucial role in providing 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.

Key Responsibilities

- Respond to customer enquiries and requests in a professional and empathetic manner, following the Council's policies and procedures.
- Record and update customer information and interactions using the appropriate systems and databases, ensuring data accuracy and confidentiality, adhering to General Data Protection Regulations (GDPR).
- Achieve high accuracy in data input onto all aspects of work such as spreadsheets and bespoke databases.
- Collect, collate, analyse, and disseminate statistical data relevant to the service unit, ensuring that data area records are meticulously maintained and kept up to date.
- Treat customer information as confidential, adhering to the GDPR and relevant procedures.
- Organise multi-agency meetings which can be complex. Capture accurately decisions and summarise key information effectively during meetings.
- Maintain a high level of knowledge of processes and procedures in own area of work.
- Procure goods, services and supplies as directed by the Budget Holders, accurately utilising the financial management system or purchasing card whilst adhering to the Council's financial regulations and guidelines.

- Work collaboratively with other team members and departments to ensure a seamless and consistent customer service experience.
- Escalate complex or sensitive issues to the Line Manager or relevant department, providing relevant information and feedback.
- Attend business support team meetings as required, actively contributing to discussions and initiatives.

Specific Qualifications and Experience

- 2 A Levels, NVQ 2/3 in Business Administration (or equivalent experience)
- Proficient in using IT systems and software, including Microsoft Office; Excel, Word, Outlook and other relevant programs.
- Previous experience of working in a customer service and/or administration environment.
- Experience of diary management for Senior Officers.
- Experience and excellent skills in preparing clear and succinct meeting notes.
- A good understanding of work practices, processes and procedures within the specified area of work.
- Experience of accurate data inputting, collation and analysis of data.

Personal Qualities & Attributes

- Ability to communicate with a range of internal and external stakeholders to resolve and escalate complex issues in a professional manner.
- Communication and interpersonal skills, both verbal and written, with the ability to adapt to different customer needs and situations.
- Customer-oriented, with a positive and proactive attitude towards meeting and exceeding customer expectations.
- High level of resilience, attention to detail with proof reading abilities, emotional intelligence, and works calm under pressure.
- Knowledge of the council's services, policies and procedures, or the ability to acquire this quickly.
- Ability to plan and prioritise your workload effectively in an environment of change with competing demands and using initiative to provide proactive support.
- Flexible and adaptable, with the ability to work across different channels and shifts, as required by the service demand.
- Team player, with the ability to collaborate and support others, as well as work independently and take initiative.
- Committed to learning and development, with the willingness to undertake relevant training and feedback.
- Skilled in preparing engaging presentations from clear briefs and present work in a professional and consistent format.
- Provide advice within established guidelines.
- Proficient in straight forward collation and analysis of data.

Job Requirements

- DBS check

- 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.