

Post Specification



Date	February 2022
Post Title	Business Support Officer (Active Cumbria)
Job Family Role Profile	BS6
Final Grade	Grade 6

To be read in conjunction with the job family role profile

<p>Service Area description</p> <p>Based within the Active Cumbria team, providing administrative support across a range of programmes and service areas.</p>
<p>Purpose of this post</p> <p>Improve the outcomes for the people of Cumbria by planning and providing effective and efficient business administration support across a range of programme and service areas, liaising with a wide range of internal and external stakeholders and customers.</p>
<p>Key job specific accountabilities</p> <ol style="list-style-type: none"> 1. Organise and provide responsive, flexible and, effective and efficient administrative support to enable the delivery of a range of programmes and services. Liaise with colleagues as required to ensure timescales and requirements are met, and ensure confidentiality is adhered to. 2. Liaise with customers and other stakeholders (internal and external) ensuring a courteous and professional approach. This will include communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media. 3. Plan and prioritise own work and support team working including allocating and checking work of and providing support and instruction to colleagues if required. 4. Maintain, input, extract and report on, as required, information into and from various service specific systems including databases, spreadsheets and a range of external recording systems. To provide information and respond to queries from external and internal customers, and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way. 5. Provide administrative support to ensure that services and programmes are marketed, communicated, and evaluated effectively, using a range of channels including website, social media platforms, e-newsletters, Customer Relationship Management (CRM) system, and analytics software. 6. Support service development through making recommendations for improvement which are relevant to the specific service area, including systems and procedures. 7. Provide support to project groups and team meetings, including taking notes or minutes that record the meeting accurately, preparing papers, scheduling and organising. 8. Support the organisation in the delivery of a range of events, including but not limited to the Cumbria School Games, Cumbria Sports Awards, and others, as required.

9. Support the organisation in an emergency response as required, and undertake fire warden duties as required

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> None
Staff Management Responsibilities	<ul style="list-style-type: none"> Provide instruction and training for colleagues on areas of work as necessary.
Other	<ul style="list-style-type: none"> None

Essential Criteria - Qualifications, knowledge, experience and expertise

- NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
- Willingness to undertake training to support delivery of the service
- ICT literate
- Experience of MS office software
- Experience of working within an office in a large complex organisation
- Experience in customer service and dealing with Stakeholders inc. dealing with the public
- Can demonstrate a working knowledge of processes, procedures and systems and how to apply them within a complex service area
- Proven experience of using databases and manual record systems;
- Note taking and preparation of documents
- Experience of message taking and transmitting
- Proven experience of the maintenance of accurate records and working to deadlines
- Proven experience of prioritising own work
- Ability to travel

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	<ul style="list-style-type: none">
Physical Demands	<ul style="list-style-type: none">
Working Conditions	<ul style="list-style-type: none">

Other Factors

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