

Post Specification

Post Specification - Key Information

- **Post Title: Business Support Officer**
- **Date: May 2025**
- **Post Group Number: 7883**
- **Job Family: Business Support**
- **Job Family Role Profile: BS5**
- **Final Grade: 5**

To be read in conjunction with the job family role profile.

Service Area Description

Delivery of administration and business services to support the Council.

Purpose of this Post

To assist with the day-to-day functioning of a busy department assisting the Town Hall Manager with various tasks, predominately related to the day-to-day operation of the Town Hall

Key Job Specific Accountabilities

1. To act as a first point of contact for colleagues and other stakeholders, customers, elected Members and agents and respond appropriately in a courteous and professional manner.
2. Ensure that that data is accurately input and uploaded to the back-office systems. This includes daily data, weekly and monthly.
3. To create and update records through the departments back-office systems, including the preparation of monthly compliance notices and health and safety.
4. Work in accordance with the agreed Council procedures, guidance and associated legislation.
5. Ensure a courteous and professional approach to queries.
6. Monitoring of inboxes, escalating and logging issues where required.
7. Processing financial transactions and service specific purchasing and receipting, including compiling and maintaining a record of recharges.
8. To assist with day-to-day operational duties.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

- Minimum of 3 GCSE's including Maths and English Grade A*- C **or** A relevant qualification e.g. in Business Administration, Customer Service **or** Significant previous administrative experience or equivalent knowledge and skill demonstrated through work-based competences
- Comprehensive clerical experience.
- Good communicator in spoken and written English.
- Experience of working with Elected Members and/ or external stakeholders in person, online and over the telephone.
- Working successfully as part of a team.
- Be able to work to deadlines and prioritise own workload.
- Computer literate and ability to work with Microsoft Office products.
- Sound numeracy and literary skills.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Minimal and rarely
- **Physical Demands:** Minimal
- **Working Conditions:** No conditions to adverse weather
- **Other Factors:**