

ROLE PROFILE

Job family	Business Support	Role profile number	BS05-0001	Grade E
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Job purpose: Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

Grade E posts are higher in 'Contacts & Relationships' with the requirement to provide advice and guidance on less well established situations but still within a general framework. Grade E posts also require a higher level of 'Knowledge & Skills' in the ability to undertake more involved tasks gained through practical knowledge and experience or through formal qualifications.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels / National Diploma or equivalent experience/skills. ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Attention to detail. Good organisational skills and the ability to prioritise workloads.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Using existing templates create basic documents and correspondence to customers from information provided. Schedule meeting, events and book rooms. Organise room layout and book catering
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following current procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Collate, verify and prepare data for analysis. Process data following standard procedures. Take an active part in achieving team objectives to support the delivery of a specific activity.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Business Support Officer	
Role profile family:	Business Support	
Role profile number and grade:	BS05-0001	Grade E
Reports to:	Line manager	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Councils processes and procedures

Job Purpose

The postholder will provide advice and guidance on less well-established tasks, able to problem solve and take decisions within clear defined procedures. This involves working closely with colleagues at all levels within the Council, elected members and external stakeholders. Staff who undertake this role will be allocated to a service in the council, but there will be other staff on the same role in other teams across the council. Staff will be provided with the relevant on the job training to support the team.

Specific duties and responsibilities include:

- Provide a full range of administrative tasks.
- To be first point of contact, may deal directly with difficult queries from members of the public, to be able answer or find the answer to less straightforward queries; take accurate notes and pass more complex queries onto the relevant officer in a timely manner
- To manage the diaries of the team/s, taking responsibility for the organisation of meetings; undertaking all associated activities (e.g. associated financial processes

etc.); ensuring that all diary activities are co-ordinated, resulting in the effective use of colleagues' time.

- Provide accurate notetaking and detailed minutes of key meetings, in support of senior officers and to ensure that all actions agreed are followed through by the appropriate people
- To carry out specific project work, under the direction of the manager
- Using relevant planning, project and performance management tools to provide support to the team and ensure processes are followed
- Able to follow the specific health and safety, legal and national and local policy requirements for the service in which this post sits
- To produce regular reports; send out communications, and update websites
- Participate in regular data checking and data cleansing, ensuring that all data is accurate and up to date

Specific requirements for this post:

This is a generic admin support post and staff in this post may be deployed to support other teams dependent on business need across the council that requires this level of admin. This is in line with the council's approach to an agile and flexible workforce. Any move will only be undertaken following discussion with the member of staff.

The work content of this post involves having access to sensitive or personal information about children or vulnerable adults and therefore a DBS (Disclosure & Barring Service) check is required.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to A levels and or NVQ level 3 standard or equivalent experience
- Some administrative experience
- Ability to meet deadlines and prioritise workload
- Ability to forge and maintain good working relationships with others, at all levels.
- Evidence of good interpersonal and communication skills with the ability to deal with people at all levels, maintaining confidentiality
- Experience of difficult situations and able to use resources to find solutions to unexpected problems
- Able to undertake research and analysis of specific topics, without supervision
- Proficient use of ICT including Microsoft packages
- Experience of having high levels of accuracy and attention to detail
- Fully fluent in English

Desirable

- Experience in the manipulation of complex spreadsheets or databases
- Experience of working in situations where the subject matter may be highly sensitive and / or distressing

Generic RD content - not to be changed

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>

This role is not politically restricted	<input checked="" type="checkbox"/>
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Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input checked="" type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
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<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>
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Generic RD content - not to be changed