

ROLE PROFILE

Job family	Business Support	Role profile number	BS06-0000	Grade F
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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 F posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures where support is readily available from senior colleagues. Grade F posts are also higher in 'Consequences' where decisions are made based on a range of established solutions which have a material impact on the work of the team or service area.

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 initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Research and analysis of information to highlight and prioritise issues for further investigation May research and resolve problems as part of a support team.
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 the framework of accessible guidelines and processes. Decisions are made based on a range of established practices The consequences of the decisions will have a material effect on the service. Issues are highlighted and solutions are recommended on processes and procedures specific to the role. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members
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 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:	Senior Business Support Officer	
Role profile family:	Business Support	
Role profile number and grade:	BS06-0000	Grade F
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

This is a higher-level support role with the postholder able to problem solve and take decisions within clear defined procedures. They will often be in contact with managers and will be able to manage a number of competing tasks; provide solutions and give recommendations and meet deadlines. 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:

- Managing own workload which involves making technical assessments of the information provided, and seeking additional or clarifying data in order to allow the service enquiry or complaint to be effectively resolved.
- Ability to challenge or interrogate and deal proactively to queries from clients / customers in order to ensure the appropriate outcome is achieved.
- 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
- Responses to work may be contentious and it is essential that technically accurate and appropriate advice is provided when requests are received.
- Provide technical advice on bespoke ICT software and ensure all data on systems is accurate and up to date.
- Carrying out research and data collection for projects / work areas and presenting this in appropriate formats.

- Setting up systems to monitor performance & budget information against pre-set targets and support leadership team by reporting on and evaluating data
- To attend project and team meetings and to ensure that all actions agreed are followed through by the appropriate people
- Providing any other support in order to ensure the effective operation of the team / service area
- Able to follow the specific health and safety, legal and national and local policy requirements for the service in which this post sits

Specific requirements for this post:

This is a generic admin post and staff in this post may be deployed to support another admin team across the council that requires this level of manager. Movement to another team will only be undertaken when a reduction in admin resource is required in the current team and/or a priority need for admin resource is identified in another team. This is in line with the council's approach to an agile and flexible workforce. Any move will be undertaken in discussion with the member of staff.

Person Specification

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

Essential

- Educated to A level standard / NVQ level 3 in business and administration or equivalent and excellent knowledge of ICT systems.
- Experience of using electronic data management systems and awareness of data protection in maintaining accurate and sensitive data records.
- Excellent interpersonal and communication skills with the ability to deal with people at all levels, maintaining confidentiality and with a focus on resolving issues and problems.
- Ability to analyse and present statistical data and use excel formulas to present data.
- Evidence of effective communication skills with the ability to resolve issues and problems
- A proactive approach in anticipating workload and prioritising accordingly to ensure deadlines and competing demands are met.
- Previous general experience working within an office environment.

Desirable

- Knowledge of local government systems and procedures and the objectives of the service area(s) to which you are assigned.
- Project management skills in initiating and developing improvements to systems and procedures, ensuring projects meet the specified objectives and required timescales.

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.

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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.

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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.

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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"/>

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 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 checked="" 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').

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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).

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This role is not subject to a NPPV check

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Safeguarding

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.

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