

ROLE PROFILE

Job family	Business Support	Role profile number	BS04-0000	Grade D
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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 D posts are higher in 'Decisions' with the requirement to resolve problems within a range of established solutions. Posts at this level are also higher in 'Work Demands' with the requirement to manage competing demands and work priorities. Posts at this level require the ability to undertake a range of tasks involving the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.

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	GCSE A - C or equivalent experience/skills ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	Experience which demonstrates ability to undertake role. An understanding of relevant procedures and working practices. Excellent ICT skills including use of Microsoft applications and specialist systems Verbal and written communication skills. An understanding of the need for accuracy and attention to detail.
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. The work follows systems thinking principles, procedures and standards. 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 readily available information, giving practical assistance, answering simple queries. Signposting less straightforward requests/ queries. Be first point of contact on a range of queries from internal / external customers. Contact with colleagues, customers and members of the public. May be first point of contact where customers / visitors are being difficult.
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 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 assistant	
Role profile family:	Business Support	
Role profile number and grade:	BS04-0000	Grade D
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 support role which provides a range of admin support to a team / service area. The postholder will undertake a range of admin-based tasks following readily understood procedures. 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:

- Provision of a full range of administrative duties; making and answering telephone, post distribution, filing, scanning, photocopying, routine finance, ensuring administrative procedures are followed and standards maintained.
- To make and answer telephone calls, deal directly and respond to difficult queries from members of the public, take accurate notes and pass information onto the relevant officer in a timely manner.
- To ensure all contacts/referrals are recorded accurately, using IT and manual systems. To progress, chase and track information to ensure all systems are maintained and updated.
- Undertake routine and regular checks on quality and accuracy of data being held, produce standard reports.

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

- GCSE A*-C / NVQ level 2 in administration or equivalent experience and skills
- Good IT skills
- Good listening, oral and literacy skills
- Ability to prioritise, organise own time and work to deadlines
- Ability to demonstrate a willingness to attend appropriate training and development
- Ability to maintain confidentiality
- Have good interpersonal skills
- Evidence of being part of a team
- Able to produce a good standard of written English
- Fully fluent in English

Desirable

- NVQ Level 3 in Administration, or Customer Care.
- Able to demonstrate an understanding of the work of public services and the specific service this role sits in
- Experience of operating financial processes, e.g. invoices and budget spreadsheets.

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 (with no more than 6 penalty points) 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 a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) 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.	

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

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This role is not subject to a BPSS check

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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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