

Job Description



Job Title: Business Support Officer	Service Area: Business Support Service	
Directorate: People, Policy and Performance	Post Number: TBC	Evaluation Number: 3636
Grade: Scale 5	Date last updated: November 2020	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The purpose of the Business Support Officer role is to provide a professional Business Support Service working with other business support colleagues and customers. This includes:

1. Supporting the Council's vision and providing a consistently high quality, cost effective and timely business support service.
2. Ensuring that a professional administration function is delivered to a high level of accuracy and to corporate standards.
3. Ensuring that continuous cover and support is provided as per service requirements.

Job Summary

The post holder reports to Business Support Hub Supervisor.

1. To contribute towards the implementation of a working culture that is result-orientated, customer-focused and an ethos of 'right first time' service delivery.
2. Works towards promoting a self-serve approach at every opportunity.
3. The post holder has no line management responsibility.
4. The post holder has no budget responsibility.
5. The post holder will be expected to work across the Newham Business Support Service.
6. The post holder will work flexibly and work as an effective team member.
7. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To contribute towards the implementation of a working culture that is result-orientated, customer-focused and an ethos of 'right first time' service delivery.
2. Works towards promoting a self-serve approach at every opportunity.
3. To undertake all duties with minimal supervision.
4. To be responsible for continuous personal development by requesting and attending training when necessary.
5. To demonstrate a strong commitment to the promotion of equal opportunities.

Service Provision and Development

1. To provide a proactive, knowledgeable professional business support service to external and internal customers and stakeholders, meeting evolving delivery priorities, issues and challenges to agree standards defined in the service offer.
2. Undertake a full range of operational business and administrative tasks in order to support the work of a service/team or person in accordance with the service requirements.
Activities include:
 - Document management and maintenance
 - Data management and maintenance
 - Record management and maintenance
 - Financial administration – e.g. receipting invoices
 - Minute taking for statutory panels
3. To understand what matters to service users, and to ensure appropriate levels of understanding throughout the staff delivering services.
4. Continuously improve customer service by listening and responding to the changing needs of internal and external customers.
5. To work as part of the professional Business Support team to drive an innovative and demand-driven approach to service development, and to ensure that the service is responsive to client needs and achieves efficiency in operation
6. To maintain electronic and other systems and databases to maximise the effectiveness of the business support service.
7. To ensure that telephone and reception cover is provided as per service requirement.
8. To continually support the development, implementation and reviewing of procedures and systems to ensure that a best value service is provided that meets the organisations business needs.
9. Receive, log, process, distribute and track correspondence and documents commensurate to the role to a consistently high, cost-effective and time-efficient standard;
10. Work with Hub Supervisors to collate information to assist in responding to any enquiries or requests;
11. To carry out general administrative duties including ordering stationery and other supplies, processing invoices, sorting and distributing internal and external mail and photocopying.

12. To be tactful and have respect for the need for confidentiality to all parties concerned, including members of staff and service users.
13. Exercise due consideration to confidential information relating to the Council's business by ensuring they do not act in a way which may be prejudicial to the Council's interests. This applies to the general business of the Council and information regarding individuals.
14. Work with other team members to learn lessons from success and failure as well as participating in performance management exercises and data collection to create measurable improvements in service delivery
15. Continuously improve personal performance by recognising and tackling knowledge gaps and developing personal job and career capability;
16. Work flexibly to cover the role of other Business Support Officers where necessary
17. To demonstrate alignment with the Council's HEART values and the vision of putting residents at the heart of everything we do.
18. To adhere and perform the duties of the role in accordance with all Council policies and procedures;

Health & Safety & Council Policy

To comply with the Council's policies on Health & Safety.

1. To keep the Business Support Services division tidy, safe, secure and ensure that all health and safety requirements are met.
2. To uphold and ensure compliance with the Council's policies and procedures across the service, including customer complaints and Information Governance (including the Data Protection Act, the Freedom of Information Act, Caldicott and related security and confidentiality policies and procedures) and to meet the Council's statutory responsibilities.
3. To carry out appropriate duties, as required, at any office location within the borough.
4. To carry out other duties within the competence of the post holder as may be reasonably required from time to time.

Personal Specification



Job Title: Business Support Officer	Service Area: Business Support Services	
Directorate: People, Policy and Performance	Post Number: TBC	Evaluation Number:
Grade: Scale 5	Date last updated: August 2020	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT
KNOWLEDGE: <ul style="list-style-type: none"> • Clear understanding of the service provided within Business Support. • Must be IT literate with experience of applications such as Word, PowerPoint and Teams and other software packages to record and manage data. 		<p>Application and Interview</p> <p>Application, Interview and Test</p>

<ul style="list-style-type: none"> • Good communication skills (orally and in writing) for a broad range of audiences. • Sound problem-solving skills, and ability to quickly evaluate situations and initiate appropriate actions. • A clear understanding of the Council's HEART values and vision and how Business Support services link into this. 		<p>Application, Interview and Test</p> <p>Application, Interview and Test</p> <p>Application and Interview</p>
EDUCATION/QUALIFICATIONS N/A		
SKILLS AND ABILITIES: <ul style="list-style-type: none"> • Demonstrate ability to work accurately and methodically. • Able to work on own initiative to manage and prioritise own workloads. • Ability to work flexibly as part of a team. • Ability to deal diplomatically with difficult situations and individuals. • Ability to contribute to corporate/service projects and initiatives. • Minute Taking - A minimum of 50 words per minute is required for this role • Ability to provide input and ideas for ways of improving service delivery. • Ability to respond quickly and effectively to shifting service needs. 		<p>Application, Interview and Test</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application, Interview and Test</p> <p>Application and Interview</p> <p>Application and Test</p> <p>Application and Interview</p> <p>Application and Interview</p>
EXPERIENCE:		

<ul style="list-style-type: none"> • Previous experience of secretarial, clerical and administrative work and as part of a team. • A proven record of communicating in person, by telephone and in writing in a calm, courteous and confident professional manner. • Experience of working in a customer focussed role engaging with customers and promoting a positive image of the organisation 		<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • The ability to work as part of a team and create a productive and harmonious working environment. • Ability to work in a highly flexible way. • Upholding the HEART values showing Honesty, Equality, Ambition, Respect and Togetherness. 		<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • Willingness and ability to work occasional evenings and weekends to maintain service delivery. • A demonstrable understanding of equal opportunities issues and commitment to achieving equality and opportunity in service delivery. • This post may be subject to a DBS check. 		<p>Application and Interview</p> <p>Application and Interview</p> <p>Satisfactory clearance at conditional offer stage</p>

<ul style="list-style-type: none">• This post is exempt from The Rehabilitation of Offenders Act (1974).		
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