



Job title: Business Support Officer Level 2

Department: Resources
Service: Business Support
Section: Business Support
Grade: Grade C
Post reference number: JE1000003976

1 Job purpose

To provide a comprehensive and flexible council wide business support service to internal and external customers of Nottingham City Council, enabling consistency of service delivery across the council, working in multiple council offices/service areas across two geographical areas within the city.

This post is a council wide resource within business support and the post holder must therefore be willing to work at any location within one of two geographical areas of the city and travel within that geographical area to meet the requirements of the role.

2 Principal duties and responsibilities

1. To carry out a wide range of office duties, including answering the telephone, photocopying, maintaining effective filing systems (electronic and manual), filing and circulating information, preparing databases of information and presentation material, maintaining records as required.
2. To run reports and use the data to create letters using mail merge. The data will also require inputting into the customer tracking software
3. Update and assist in the maintenance and collection of data
4. To assist with the analysis of statistical information and to identify trends, patterns or service failures.
5. To provide support for finance activities, including processing orders and invoices
6. Investigating customer enquiries as required by the customer contact team.
7. To provide office cover in order to handle enquiries from front line staff as appropriate
8. To provide support in the day to day use of IT systems and other software packages required for the day to day operation of the service
9. To deal with enquires in person and by telephone, providing the appropriate information promptly, relaying messages, referring the enquirer to the correct person and arranging appointments and to register these enquiries on the appropriate computer database.

10. To liaise with other service areas, departments and external organisations to provide or acquire information for the team.
11. To ensure that the responsibilities and duties that are placed on the service through legislation are complied with.
12. To administer meetings, organise and prepare for meetings, arranging venues inc refreshments, preparing papers, taking minutes and progressing / chasing actions as required.
13. To manage diaries, prioritising engagements and making the necessary travel arrangements.
14. To progress / chase on a range of matters to ensure other officers achieve Corporate, Departmental and external deadlines.
15. To organise and prepare for meetings, arranging venues, documentation and refreshments.
16. To work outside normal office hours as and when necessary.

All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality Scheme 'Fair & Just' and health and safety standards and to participate in training activities necessary to their post.

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered, and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Numbers and grades of any staff supervised by the post holder: None

Post holder's immediate supervisor: Business Support Manager

Prepared by/author: Sally-ann Kempin

Date: 29/07/2014

Job title: Business Partner

Person specification



**Nottingham
City Council**

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Technical	Knowledge of office systems and duties.		✓	✓	✓	
	Knowledge of word processing and related IT packages.		✓	✓	✓	
	Ability to work under pressure and to fixed deadlines.		✓		✓	
	Ability to work in an organised manner.			✓	✓	
	General experience of office duties.		✓		✓	
	Ability to use a computer in order to prepare correspondence and maintain computerised records and able to adapt to new IT packages.		✓	✓		
	Ability to record work accurately.			✓		
Communication and team work	Good written and verbal communication skills.		✓			
	Able to work as part of a team.				✓	
	Ability to communicate with a wide range of people in a variety of situations.		✓		✓	
	Ability to identify problems and ask for help as and when required.				✓	
Work to promote mutual respect and good relations	Understanding the commitment to Nottingham City Council's equality and diversity policy.				✓	
	Sensitive to the needs of customers and staff.		✓		✓	
Work Related Circumstances	Willingness to comply with the city council's non-smoking policy.				✓	
	Willingness to undertake a DBS check which is required for this role				✓	

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence

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