



Job Description & Person Specification

Job Title:	Business Support Officer	Job Reference:	50361464
Service:	Legal and Democratic		
Location:	Beech Hurst	Grade:	4
Reports to:	Business Support Team Leader		
Date:	29 May 2019		
Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:			
Accountability, Ambition, Empowerment, Integrity, Inclusiveness.			
Main job purpose			
To provide administrative support to the Legal and Democratic Service.			
Main responsibilities and duties			
<ol style="list-style-type: none">1. To provide full administrative support to the Legal and Democratic Service.2. To produce and publish agendas and minutes for meetings of the Council and its committees, using the Council's committee management system where required. Take an accurate record of speakers and provide any necessary paperwork for the committee officers (this does not include attending meetings or taking minutes).3. To deal with sealing of documents with the Council's Seal.4. To provide administrative support to the Legal Department, including the use of Iken Case Management Software.5. To make arrangements for forthcoming meetings, including booking rooms, sending and monitoring responses to invitations, distributing documentation and organising refreshments.6. To update membership of Committee templates and databases after Annual Council and elections.7. To deal with incoming and outgoing post; to process incoming e-mails to the service electronic mailboxes, and to answer telephone enquiries and direct to the appropriate officer or department when necessary.			

<p>8. To sort and scan a range of documents relating to the service in accordance with set procedures and targets.</p> <p>9. To maintain accurate databases and ensure that the Council's Strong Room is kept in order so that retrieval of documents can be facilitated.</p> <p>10. To raise purchase orders and process invoices on behalf of the Service.</p> <p>11. To greet visitors, ensuring principles of good customer care are observed at all times.</p> <p>12. To undertake any other work as may from time to time be directed by the Business Support Team Leader.</p>
Working environment
This is an office based role, with some manual handling.

CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	ESSENTIAL DESIRABLE
Educational and professional qualifications	
<ul style="list-style-type: none"> ▪ 5 GCSEs at grade C or above (or equivalent) including English ▪ Excellent Word processing, audio typing and typing skills ▪ Further qualification or evidence of training in computer skills (e.g. spreadsheets, desktop publishing, databases) 	<p>Essential</p> <p>Essential Desirable</p>
Experience	
<ul style="list-style-type: none"> ▪ Use of Microsoft office systems ▪ Recent relevant administrative experience ▪ Experience of working in a politically sensitive environment 	<p>Essential</p> <p>Desirable Desirable</p>
Key skills	
<ul style="list-style-type: none"> ▪ Good communicator both orally and in writing ▪ Ability to meet deadlines and work under pressure ▪ Ability to prioritise workload and meet varying deadlines ▪ Good administrative and organisational skills for the day-to-day control of work and/or processes. ▪ Understanding and successful application of IT skills ▪ Ability to exercise diplomacy and sensitivity when handling enquiries and co-ordinating responses. ▪ Understanding political sensitivity 	<p>Essential</p> <p>Essential Essential Essential</p> <p>Essential Essential</p> <p>Desirable</p>

Personal qualities and behaviours	
<ul style="list-style-type: none"> ▪ Able to maintain confidentiality ▪ Ability to prioritise and be methodical ▪ Ability to use initiative and to develop new working methods ▪ Self motivated ▪ Able to work in a team ▪ Able to build strong working relationships with colleagues ▪ Well organised ▪ Attention to detail and accuracy ▪ Commitment to customer service and satisfaction ▪ The ability to be innovative and creative, with a 'can do' approach. ▪ Ability to work outside normal business hours on occasion when required 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
Corporate Responsibilities	
<p>All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:</p> <p>Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.</p> <p>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.</p> <p>Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.</p> <p>Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.</p> <p>Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.</p> <p>Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.</p> <p>Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.</p> <p>Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.</p>	