

# Job Description

Job title	Business Support Officer
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 3
Reports to	Business Support Team Leader

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## Main purpose of the job:

Provide effective and coordinated business support to a manager, group of managers or a team to assist in the smooth running of the day-to-day functioning of the division, taking a proactive role in relation to supporting service delivery.

Serve as the primary point of contact for internal and external customers, ensuring a professional, welcoming, and customer-focused environment at all times.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

## Accountabilities and outcomes:

Serve as the primary point of contact for designated teams, handling telephone enquiries and messages, investigating complex queries and straightforward complaints. Refer matters to appropriate staff members where necessary, aiming to resolve issues without escalation to the line manager whenever possible, and ensuring all queries are addressed professionally and within agreed timescales.

Provide day-to-day business support for the Division, including monitoring shared inboxes and emails, processing incoming and outgoing mail, and ensuring efficient and consistent service to staff and the public.

Prepare a variety of documents and draft routine correspondence on behalf of managers and staff. Track responses and ensure timely resolution to maintain a reliable and high-quality service.

Organise and coordinate meetings and appointments for managers and staff. Circulate relevant documentation, take accurate minutes, record actions and decisions, and follow up to ensure all administrative tasks are completed.

Develop, maintain, and monitor office and administrative systems. Ensure accurate filing and data management in line with the Council’s Record Retention Policy, Data Protection, and Freedom of Information protocols.

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Support managers and practitioners with client care tasks, including recording referrals, making bookings, ordering equipment, conducting basic research, compiling client files, and following up on required actions.

Assist with the complaints process, including monitoring and tracking to support managers in meeting statutory and Medway Council timescales.

Support the handling of Freedom of Information (FOI) and Subject Access Requests (SARs) and respond to queries related to the General Data Protection Regulation (GDPR).

Assist with personnel procedures, including maintaining tracking systems to support workforce planning. Support staff induction processes, resolve routine issues, and escalate complex queries as needed.

Contribute to continuous improvement initiatives, participating in both ad-hoc and long-term projects to support evolving business needs and embrace new ways of working.

Provide flexible support across other teams and services as required, adapting to changing business demands and offering additional resource when necessary.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

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### Organisation:

This role reports to the Business Support Team Leader.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

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### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

- A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent
- Willingness to work towards Level 3 in Business Administration or equivalent.

##### Level B (in addition to level A criteria)

- Working towards Level 3 in Business Administration or equivalent qualification.

##### Level C (in addition to levels A and B)

- Level 3 in Business Administration or equivalent qualification
  - Evidence of ongoing continuous professional development
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#### Knowledge

##### Level A

- Demonstrates a sound understanding of relevant policies and procedures applicable to the role and service area.
- Possesses working knowledge of the General Data Protection Regulation (GDPR) and its significance in handling personal data and information sharing.
- Shows awareness of equality, diversity, and inclusion principles, and understands their importance in delivering fair and accessible services.

##### Level B (in addition to level A criteria)

- Demonstrates awareness of policies and legislation relevant to the service
- Has a good understanding of procedures and practices specific to the service area and own role.

##### Level C (in addition to levels A and B)

- Demonstrates in-depth knowledge of GDPR and its critical role in data handling and information governance.
  - Possess a thorough understanding of the Council's Records Retention Policy and Freedom of Information requirements.
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#### Experience

##### Level A

- Proven experience providing administrative support to a team.
- Proven ability to perform accurate data entry and maintain up-to-date records using both electronic and paper-based filing systems and databases.
- Proven experience in producing detailed and accurate minutes for complex meetings and monitoring follow-up actions.

##### Level B (in addition to level A criteria)

- Proven experience handling confidential and sensitive information in line with data protection protocols.
- Proven experience in coaching and providing support to colleagues to help them succeed in their roles.

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- Demonstrated experience in delivering effective project support across planning, coordination, and administration activities.

### Level C (in addition to levels A and B)

- Proficient in confidently using specialist IT systems and applications relevant to the service area.
- Experienced in providing clear and accurate information, advice, and guidance on internal finance procedures.
- Skilled in supporting the preparation and coordination of Freedom of Information responses.

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## Skills

### Level A

- Proficient in using Microsoft Word, Excel, Teams, and Outlook.
- Strong organisational and planning skills, with the ability to prioritise tasks effectively and manage competing deadlines.
- Excellent interpersonal skills, with a confident and professional telephone manner and the ability to create a welcoming environment for staff, stakeholders, and members of the public.
- Ability to follow established procedures while working independently, exercising initiative to resolve routine issues and referring complex or unusual problems to the line manager.
- Ability to accurately input data while maintaining confidentiality, security, and attention to detail.
- Willing and able to travel as required to fulfil the role.
- Strong attention to detail with the ability to accurately proofread documents.
- Strong time management skills, with the ability to prioritise tasks and meet deadlines effectively.

### Level B (in addition to level A criteria)

- Ability to communicate clearly and adapt messaging to suit the needs and understanding of different audiences.
- Ability to clearly explain straightforward tasks to others when required.
- Ability to remain effective and composed when working under significant pressure and managing demanding workloads.

### Level C (in addition to levels A and B)

- Ability to consistently demonstrate professionalism and foster a culture that upholds high standards of conduct and performance.
- Ability to exercise sound judgment and creativity to assess situations, resolve problems, and adapt effectively to changing work practices.