

Business Support Officer (with line management responsibility)		
Range 3		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level (in addition to all previous levels, if applicable)	In addition to level 3A (Business Support Officer)	In addition to levels 3A and 3B (Business Support Officer)
<b>Qualifications</b> <ul style="list-style-type: none"> <li>A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent.</li> <li>Willingness to work towards Level 3 in Business Administration or equivalent.</li> </ul>	<b>Qualifications</b> <ul style="list-style-type: none"> <li>Working towards Level 3 in Business Administration or equivalent.</li> </ul>	<b>Qualifications</b> <ul style="list-style-type: none"> <li>Level 3 in Business Administration or equivalent.</li> <li>Evidence of ongoing continuous professional development.</li> </ul>
<b>Knowledge</b> <ul style="list-style-type: none"> <li>Knowledge of GDPR and its importance when handling data and information sharing.</li> <li>A good understanding of relevant policies and procedures in own area of work.</li> </ul>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>A good understanding of equality, diversity and inclusion.</li> <li>A detailed working knowledge of the broader activities of the service.</li> </ul>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>A good understanding of GDPR legislation and best practice in relation to information sharing.</li> <li>A good understanding of the Council's Record Retention Policy and freedom of information protocols.</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>Experience of providing a comprehensive administrative and/or customer support service.</li> <li>Experience of updating records accurately using electronic or hard copy filing systems/databases.</li> <li>Experience of supervising/coaching/supporting others in their role.</li> </ul>	<b>Experience</b> <ul style="list-style-type: none"> <li>Experience of dealing with confidential and sensitive data.</li> <li>Experience of undertaking formal supervision.</li> <li>Experience of providing project support.</li> </ul>	<b>Experience</b> <ul style="list-style-type: none"> <li>Experience of confidently using specialist IT packages relevant to the service area in which you are working.</li> <li>Experience of providing general information, advice and guidance on internal procedures relating to finance.</li> <li>Experience of contributing to Freedom of Information requests.</li> </ul>

<ul style="list-style-type: none"> <li>• Experience of undertaking complex minutes and taking a proactive approach to tracking actions (if required for role).</li> </ul>		
<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Ability to use Microsoft Word, Excel, Teams and Outlook.</li> <li>• Ability to demonstrate effective organisational and planning skills.</li> <li>• Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.</li> <li>• Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.</li> <li>• Ability to input data, where care, accuracy, confidentiality and security are important.</li> <li>• Ability and willingness to travel in order to meet requirements of the role.</li> <li>• Attention to detail with the ability to proof read.</li> <li>• Ability to maintain confidentiality at all times.</li> <li>• Good time management skills.</li> </ul>	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience.</li> <li>• Ability to explain straightforward tasks to others, where required.</li> <li>• Demonstrates the ability to deal with considerable levels of work-related pressure.</li> </ul>	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Ability to model high levels of professionalism and promote a culture of professional standards.</li> <li>• Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.</li> </ul>