

## Business Support Officer (without 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)
<p><b>Qualifications</b></p> <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>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Working towards Level 3 in Business Administration or equivalent.</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Level 3 in Business Administration or equivalent.</li> <li>• Evidence of ongoing continuous professional development.</li> </ul>
<p><b>Knowledge</b></p> <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>	<p><b>Knowledge</b></p> <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>	<p><b>Knowledge</b></p> <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>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of providing an 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 undertaking complex minutes and taking a proactive approach to tracking actions (if required for role).</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of dealing with confidential and sensitive data.</li> <li>• Experience of coaching/supporting others in their role.</li> <li>• Experience of providing project support.</li> </ul>	<p><b>Experience</b></p> <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>

**Skills**

- Ability to use Microsoft Word, Excel, Teams and Outlook.
- Ability to demonstrate effective organisational and planning skills.
- Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- 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.
- Ability to input data, where care, accuracy, confidentiality and security are important.
- Ability and willingness to travel in order to meet requirements of the role.
- Attention to detail with the ability to proof read.
- Ability to maintain confidentiality at all times.
- Good time management skills.

**Skills**

- Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience.
- Demonstrable ability to explain straightforward tasks to others, where required.
- Demonstrates the ability to deal with considerable levels of work-related pressure.

**Skills**

- Ability to model high levels of professionalism and promote a culture of professional standards.
- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.