

Range 3	Job Title: Business Support Officer (without line management responsibility)		
Duties: <ul style="list-style-type: none">Roles at this level encompass general administrative and/or finance work, which is more varied and skilled although still fairly prescribed, with minimal day to day supervision and general guidance as to what is required. A detailed understanding of methods, systems and procedures will be required. Roles at this level may provide coaching and/or training to others who are carrying out similar duties. Work activities will tend to fall within an established working pattern, applying skills and knowledge to provide a range of administrative support activities.			
Sector Specific framework: Please provide link to national/sector specific framework if this applies			
Level A (Developing)		Level B (Practising)	
Required for this level		In addition to level A	
Qualifications <ul style="list-style-type: none">A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent.Willingness to work towards Level 3 in Business Administration or equivalent.		Qualifications <ul style="list-style-type: none">Working towards Level 3 in Business Administration or equivalent.	
Evidence requirements: <ul style="list-style-type: none">GCSE certificates to include Maths and English to be provided through onboarding process.Commitment provided to manager		Evidence requirements to progress to level B: <ul style="list-style-type: none">Working towards Level 3 in Business Administration, or equivalent / 50% completed.	
Knowledge <ul style="list-style-type: none">Knowledge of the principles of good customer serviceKnowledge of GDPR and its importance when handling data and information sharing.Knowledge and understanding of how teams work with other services taking a proactive approach towards helping others.		Knowledge <ul style="list-style-type: none">A good understanding of equality, diversity and inclusion.A detailed working knowledge of the broader activities of the service.A good understanding of relevant policies and procedures in own area of work.Knowledge of the IT systems used to perform your role.	
Evidence requirements (knowledge): <ul style="list-style-type: none">Show that you understand how to meet customer needs effectively, maintain professionalism and contribute to a positive experience.Describe your understanding of GDPR and how you have applied the 7 principles of GDPR and best practice your role.Demonstrate your knowledge and understanding of how teams work, highlighting collaboration, communication and initiative.		Evidence requirements (knowledge): <ul style="list-style-type: none">Demonstrate through 1:1 discussion your understanding of the principles of equality, diversity and inclusion and how they are applied in the workplace together with 2 examples of how you have applied this in your role.Detail, through either a documented discussion or a written statement, understanding of the services you support, how they fit into the directorate, and the importance of your role in enabling service delivery.	
Level C (Accomplished)			
In addition to levels A and B			
Qualifications <ul style="list-style-type: none">Level 3 in Business Administration or equivalent.Evidence of ongoing continuous professional development.			
Evidence requirements to progress to level C: <ul style="list-style-type: none">Level 3 in Business Administration certificate.Evidence of continuous professional development increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.			
Knowledge <ul style="list-style-type: none">Practical and procedural knowledge across the division in which you are employed.A good understanding of the Council’s Record Retention Policy and freedom of information protocols.			
Evidence requirements (knowledge): <ul style="list-style-type: none">Provide a minimum of 3 examples demonstrating how you have applied practical and procedural knowledge across the division.Provide response examples to demonstrate your familiarity with the procedures required when retaining data and handling FOI’s and/or SAR’s. Explain the steps/timelines involved.			

	<ul style="list-style-type: none"> • Evidence through a documented discussion with your manager how you have applied policies and procedures relevant to your role. • Demonstrate, with screenshots, reports or witnessed use, your familiarity with the IT systems used within your role and how you use them to carry out your duties efficiently and accurately. 	
Experience <ul style="list-style-type: none"> • Experience of providing an administrative and/or customer support service. • Experience of updating records accurately using electronic or hard copy filing systems/databases. • Experience of undertaking complex minutes and taking a proactive approach to tracking actions (if required for role). 	Experience <ul style="list-style-type: none"> • Experience of dealing with confidential and sensitive data. • Experience of coaching/supporting others in their role. • Experience of providing project support. 	Experience <ul style="list-style-type: none"> • Experience of confidently using specialist IT packages relevant to the service area in which you are working. • Experience of providing general information, advice and guidance on internal procedures relating to finance. • Experience of contributing to Freedom of Information requests.
Evidence requirements (experience): A minimum of 2 years' experience in a similar role evidenced through work history within application <ul style="list-style-type: none"> • Provide examples of providing a comprehensive administrative and/or customer support service. • Provide examples of minutes you have undertaken that demonstrate your ability to summarise and track key actions. • Provide examples of minutes you have undertaken that demonstrate your ability to summarise and track key actions. 	Evidence requirements (experience): <i>Minimum of 12 months experience at level 3A for career progression applications evidenced by HR records and/or performance appraisal documents.</i> <ul style="list-style-type: none"> • Provide details of the data you are handling and include steps you take to ensure the information is handled and stored appropriately. • Provide examples where you have helped colleagues learn, grow or improve their performance. Examples should include resources used, communications shared, and evaluation with feedback. • Provide examples where you have contributed to the planning, coordination and delivery of projects while maintaining risk logs and timelines. 	Evidence requirements (experience): Minimum of 18 months experience at level 3B for career progression applications evidenced by HR records and/or performance appraisal documents. <ul style="list-style-type: none"> • Provide 3 examples of different IT packages that highlight your technical competence and ability to adapt to digital systems, this should include evidence such as screenshots, reports or witnessed use. • Provide examples where you have provided advice to staff on submitting expenses, raising purchase orders or processing invoices. • Provide response examples that highlight your understanding of the FOI process and your role in gathering information.
Skills <ul style="list-style-type: none"> • 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 accuracy, confidentiality and security are important. • Attention to detail with the ability to proofread. • Ability to always maintain confidentiality. • Good time management skills. 	Skills <ul style="list-style-type: none"> • 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. Examples should include resources used, communications shared, and evaluation with feedback. • Demonstrates the ability to deal with considerable levels of work-related pressure. 	Skills <ul style="list-style-type: none"> • 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.

<p><u>Evidence requirements (skills):</u></p> <ul style="list-style-type: none"> • Competent user of ICT software packages, e.g. able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Provide examples where you where you have successfully managed time, resources and priorities to meet deadlines. • Ability to provide clear and accurate information both orally and in writing, evidenced through application and interview questions. • Provide a range of examples that highlights your ability to follow organisational policies and procedures whilst also using initiative to deal with straightforward situations. • Provide examples where you have handled sensitive information with care, adhered to data protection procedures and ensured high levels of accuracy in your work. • Provide examples where you have reviewed documents, spotted and corrected errors and ensured high standards of accuracy. • Provide examples where you have respected confidentiality within your role. • Provide examples where you have demonstrated good time management skills in your role. 	<p><u>Evidence requirements (skills):</u></p> <ul style="list-style-type: none"> • Provide a range of examples, with variety or medium used and target audience, where you have tailored your communication style to suit different audiences, this should include correct tone and language used as well as demonstrate understanding by the receiver. • Provide examples where you have clearly communicated instructions, guided someone through a process or helped others understand how to complete a task. • Provide examples where you have shown resilience through remaining calm, focussed and effective despite tight deadlines, high workload or unexpected challenges. Your examples should include methods or tools used and any feedback. 	<p><u>Evidence requirements (skills):</u></p> <ul style="list-style-type: none"> • Provide examples where you have upheld organisational values and encouraged others to do the same, this could be supported with feedback from others. • Provide examples where you have independently identified an issue, include the thought process of possible solutions, action taken with rationale and evaluation.